KOOPMAN IT

Vidyo®
Personal Telepresence

# VidyoPortal™ and VidyoDesktop™ User Guide

Version 2.0.4

# Table of Contents


1 Document Overview
2 Minimum/Optimum Requirements
7 Logging In
9 Installing the VidyoDesktop Software
14 Overview of the VidyoPortal Home Page
19 Using the VidyoDesktop During a Meeting
39 Controlling Your Meeting in the VidyoPortal
42 Settings
48 Logging Out
49 Outlook Plug-In Appendix
54 Microsoft® Office Communicator Plug-In Appendix
56 Microsoft Office Communicator Plug-in Admin Setup
57 Inviting Participants from the Office Communicator


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## Document Overview

### Welcome to Vidyo

Video conferencing solutions that just work. Simply. Intuitively. Reliably. Inexpensively. From anywhere.

The VidyoPortal™ is a Web-based environment you can use to manage the VidyoConferencing™ system. Because it is extremely straightforward and intuitive, VidyoPortal enables all participants to easily initiate meetings—via the Web—from anywhere. VidyoPortal's flexible interface features single-click-action buttons that take care of everything required to initiate a conference.

VidyoPortal can be accessed through a range of endpoints that run VidyoDesktop™ or VidyoRoom™.

Also, regardless of the endpoint system used, VidyoPortal provides a consistent environment that's compatible with Internet Explorer, Firefox and Chrome for Windows, and Firefox and Safari for the Macintosh.

**This guide describes the features of VidyoPortal. You'll learn how to:**

- Initiate a meeting
- Join a meeting
- Place a direct (point-to-point) call to any user in the system
- Easily search for any user by typing in the search field
- Invite someone to a meeting
- Control a meeting
- Manage a personal contacts list — *My Contacts* list
- Change settings

Separate guides are available for the administrator portal and VidyoRoom.

## Supported OSes

- Windows XP, Vista and Windows 7
- Mac OS X 10.5 “Leopard” and later (Intel CPUs only)

## Minimum Configuration (Encodes CIF and Decodes up to SD)

- Windows XP SP2
- Pentium 4
- 1Gb RAM
- 40 Mb free space on HDD

## Recommended Configuration (Encodes SD and Decodes up to HD)

- Windows XP SP2
- Core 2 Duo 2Ghz
- 2Gb RAM
- 40 Mb free space on HDD

## Recommended Configuration (Encodes HD and Decodes up to HD)

- Core 2 Duo 2.8GHz or better with DDR3 memory
- Core 2 Quad with DDR2 or DDR3 memory
- i7 based system

## Recommended WebCams:

- Creative Live! Cam Socialize HD - Encodes up to HD
- Logitech Webcam Pro C910 - Encodes up to HD
- Logitech Webcam C510 - Encodes up to HD
- Logitech Webcam C310 - Encodes up to HD
- Logitech Webcam Pro 9000 - Encodes up to HD
- Logitech Webcam C600 - Encodes up to HD
- Logitech Webcam C905 - Encodes up to HD
- Logitech QuickCam Pro 9000
- Logitech QuickCam Pro for Notebooks
- Microsoft Lifecam VX-6000
- Microsoft Lifecam HD-6000- Encodes up to HD
- Microsoft Lifecam HD-5000- Encodes up to HD

### Recommended USB Headset or Echo-Cancelling Speakerphones:

- Logitech USB ClearChat headset series
- Plantronics USB headsets
- Plantronics P420 speakerphone
- ClearOne Chat 50 or Chat 150 speakerphone
- Phoenix Duet speakerphone
- Revo Labs Solo

# Definitions

**As a new Vidyo user, it is helpful to have a basic understanding of the following terms that are used throughout this document:**

## MULTI-TENANT TERMINOLOGY

A single VidyoPortal can serve multiple unrelated organizations (like having an office in an office building) or one organization might divide its departments or geographical locations into sections. Both types of sections are called "tenants." The following terms apply only if you are a multi-tenant user:

- **Tenant** — Your organization, selection of users or a "user segment."
- **Tenant Name** — Simple identifier within the system and among other tenants.
- **Tenant URL** — The tenant's URL is the URL/FQDN (full qualified domain name) that tenants use to access their virtual portals.

## DESTINATIONS

Places where you may interact with the VidyoConferencing System:

- **VidyoPortal** — This term has dual meanings. We refer to the server that provides audio/video communications services as the VidyoPortal. But we also refer to the Web interface of the VidyoConferencing System as a VidyoPortal.
- **VidyoDesktop** — The Vidyo software client (program) running on your local computer, enabling you place direct calls and to participate in conferences. There are VidyoDesktop versions for Window, Macintosh and certain types of Linux.
- **VidyoRoom** — The dedicated Vidyo endpoint appliance for use in a physical conference room.

## USERS

Anyone who uses the system. There are five types of users:

- **Super Admin** — Has administrative privileges and is responsible for general portal configuration including network settings, components configuration, maintenance (backup and upgrades), tenant configuration and global settings. In a multi-tenant system, has full administrative privileges above the tenant admin and all regular tenant admin rights.
- **Admin/Tenant Admin** — Has administrative privileges. Can add, delete, manage users, set up public rooms and set up groups (define maximum participants and bandwidth for users).
- **Operator** — Can manage meeting rooms and normal users.
- **Normal** — Can join meetings, control own meeting and place direct calls. Can change own password, set own PIN code and more. This guide is

A PIN Code is a 3- to 10-digit number that meeting participants must enter before being admitted to the meeting room. It can be set and changed by the admin and user.

targeted toward such end users.

- **VidyoRoom** — The dedicated Vidyo endpoint appliance. Has the same rights as a normal user.
- **Legacy** — A device such as an ordinary telephone or a conferencing system that uses traditional H.323 and SIP-based videoconferencing solutions. A legacy device has no personal room.

The administrator of your system may enable you to invite "guest users." Guest users are users you can invite to a meeting but who are not registered with the system. You invite a guest user in the *Control Meeting* page by sending them your room URL (the link to your personal room). The guest user follows the link, downloads the software if they haven't before from that machine, then enters their name to join the meeting. You can change your room URL in the *Settings/ My Room* page.

Guest users have only the ability to join a conference. They do not have the ability to log in to the system or receive incoming calls. Please refer to the separate *Quick Guest Guide* for more details.

### VOICE-ONLY CALLS

Registered and guest users can participate in a VidyoConference by phone. Your *MyRoom* settings page provides a phone number to join your room, as do the *Control Meeting* page and the home page when you select *My Room*. Also, when you invite a participant by email, the phone number and extension appear in the invitation message.

When a participant joins a conference by phone, their phone number appears in the list of participants in the VidyoPortal home page and in the VidyoDesktop, even when the participant doesn't broadcast their phone number.

### MEETING ROOMS

Meeting rooms are virtual rooms where users of the Vidyo system can gather for Vidyo conferences. There are two types of meeting rooms:

- **Personal** – Each user is automatically assigned his or her own personal room. This is the equivalent of a "personal office" in the physical world.
- **Public** – Common public spaces may also be created by the operator and administrator only. Think of these as the equivalent of conference rooms in the physical world.

**Meeting rooms of either type include the following configuration options:**

- **Locked / Unlocked** – A locked meeting room can have no new entrants.
- **PIN Protected** – A PIN-protected room requires everyone who wishes to join the room to enter the specified PIN Code in order to be admitted. The person who sets up the meeting can decide whether or not to require a PIN and if so, what the PIN will be.

### GROUPS

- Users, Public Meeting Rooms and VidyoRoom Users belong to a provisioning Group.
- Upon creating a User (Or VidyoRoom) account a personal room is automatically generated.
- Such groups are managed by users with Administrative rights.
- The configurable attributes include the maximum number of participants and maximum bandwidth for the Conference Room.
- The values for maximum users and bandwidth apply to groups, and all meeting rooms inherit those values when they are created for a group. All personal and public rooms can have different values for the maximum number of participants only by changing the group they belong to. The bandwidth limitation is per user, so changing the group a user belongs to might also affect their bandwidth limitation and the maximum number of participants that can be in their room.
- A default Group is set up with the system. It can be modified but not removed.

**The default group has the following factory configuration:**

- Maximum Number of Participants: 10
- Maximum Receive Bandwidth Per User (Kbps): 10000
- Maximum Transmit Bandwidth Per User (Kbps): 10000

**Note:** The bandwidth limitation applies to the user, so two users can have different limitations while participating in the same conference. The maximum number of participants is limited according to the room the meeting is held in —so this applies to all users in a meeting.

### DIRECT CALL (POINT-TO-POINT)

You may directly call a specific user in a direct call. A direct call involves just two users; no additional users can join. When you call a meeting room and there are just two of you in the room, it is similar to being in a direct call. The difference with calling a meeting room is that others can potentially join you in the meeting. This is not so in a direct call.

**Note:** When you are in a call, you cannot attend a meeting or place another call until you end your current call.

### MEETING (CONFERENCE)

A meeting is an audio and video connection of a meeting room with two or more users interacting and sharing their video streams/presentations.

### MEETING ROOM STATUS

Each meeting room has a status icon that indicates whether it is available for you to join. In addition, a room may require a PIN number to gain access. When you cannot join a room, the *Join Room* button is inactive. There are five room statuses:

**Empty** — The room has no one in it and you can join it. The *Join Room* button is active.

**Full** — The room is fully occupied and cannot accept more participants. The *Join Room* button is inactive.

**Locked** — The room is locked and you cannot join it. The *Join Room* button is inactive.

**Occupied** — The room is occupied but additional participants can join it. The *Join Room* button is active.

**PIN Protected** — You must enter a PIN number to join the room. The *Join Room* button is active. (The PIN for the conference is in an emailed invitation the room's owner sent you.)

### USER STATUS

A user's status determines whether you can place a direct call to them, join their room or invite them to attend a meeting. There are eight user statuses:

**Available** — The user is available for a direct call, to join a room and to be invited to attend a meeting. The *Call Direct* button is active.

**Busy** — The user is busy and you cannot contact them with a direct call or invite them to join your room. You can join their room if it is available (not full or locked). The *Call Direct* button is inactive.

**In room** — The user is in their own room. You cannot call them directly and therefore the *Call Direct* button is inactive. You can join their room if it is available. They can leave their room and join yours if they choose to.

**In room/room full** — The user is in their own room and the room is full. You cannot call them directly or join their room. They can leave their room and join yours if they choose to.

**In room/room locked** — The user is in their own room and the room is locked. You cannot call them directly or join their room. They can leave their room and join yours if they choose to.

**In a PIN-protected room** — The user is in their own room and the room is PIN protected. You cannot call them directly, but you can join their room if you have their PIN code. They can leave their room and join yours if they choose to.

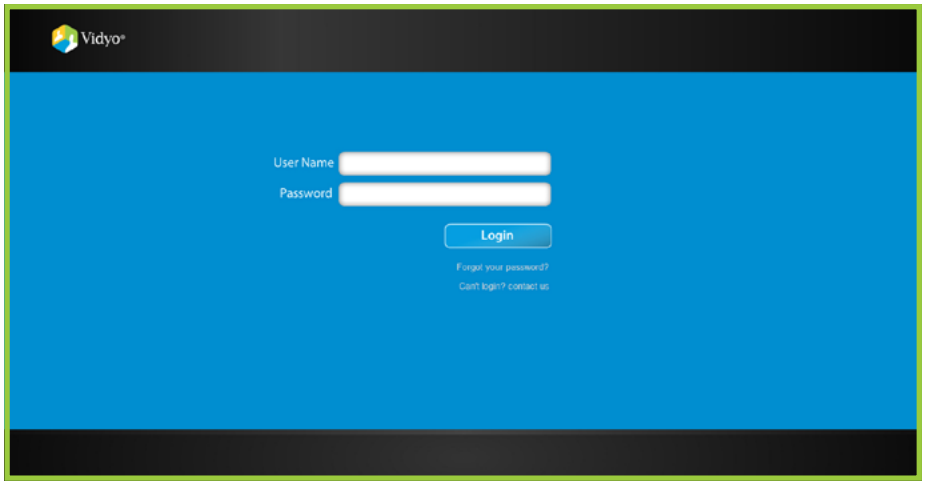
**Offline** — The user is not logged into the VidyoPortal. The *Call Direct* button is inactive. You cannot place a direct call to them, but you can join their room, depending on its status.

**Legacy** — This is a legacy endpoint user type.

To gain access to the VidyoPortal, you must be assigned a user name and password by the administrator. With this information in hand, open a web browser and navigate to the VidyoPortal IP address or URL set by your administrator, enter your user credentials, and click the *Login* button.

Example of a portal IP: http://192.168.1.100

Example of a portal URL: http://vidyo.yourcompany.com




## Language

The VidyoConferencing System is available in eleven languages:

- English
- Spanish
- French
- Finnish
- German
- Italian
- Portuguese
- Polish
- Japanese
- Chinese
- Korean

Your admin sets the default system language, but you can change languages in the VidyoPortal or the VidyoDesktop separately.

## Forget Your Password?

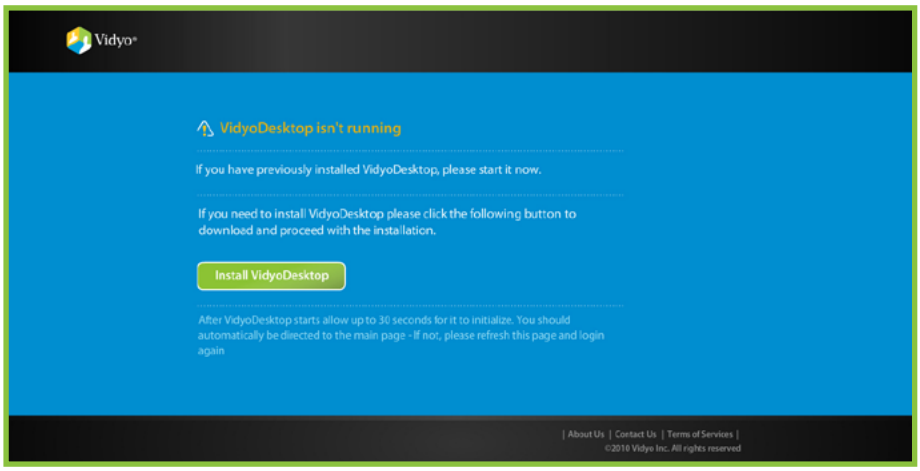
If you forget your password, you can click on the *Forgot your password?* link on the login screen. You will be taken to a new screen where you provide the e-mail address associated with your account. (If you provide an incorrect e-mail address, you will receive an error message indicating your e-mail address is invalid.) After submitting the valid e-mail address associated with your account, a success screen appears and a link to change your password is emailed to you at the address you provided.

### WITH LDAP AUTHENTICATION

With LDAP authentication enabled, the *Forgot your password?* link on the VidyoPortal login page and the *Change Password* link on the *My Account* page are disabled. Contact your system administrator to reset your password.

After your first login, you will need to install the VidyoDesktop software. The VidyoDesktop runs locally on your computer and connects to your organization's VidyoPortal. Upon logging in to the VidyoPortal, the system detects whether or not you have the software installed and whether or not you have the latest version of the software.

If you do not have the VidyoDesktop installed, you see the following web page after logging in:


Vidyo
VidyoDesktop isn't running
If you have previously installed VidyoDesktop, please start it now.
If you need to install VidyoDesktop please click the following button to download and proceed with the installation.
Install VidyoDesktop
After VidyoDesktop starts allow up to 30 seconds for it to initialize. You should automatically be directed to the main page - If not, please refresh this page and login again
| About Us | Contact Us | Terms of Services |
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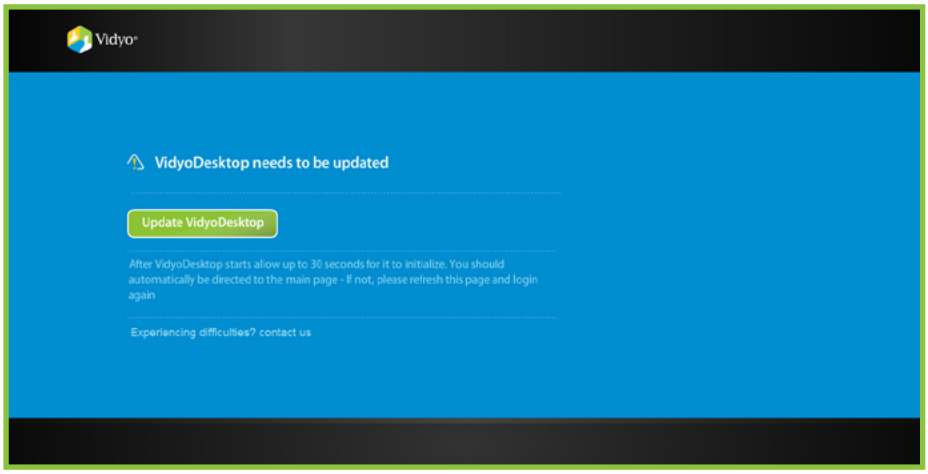
You are guided through a series of screens to accept the licensing agreement and install the software.

If you are updating the VidyoDesktop to a new version rather than installing it for the first time you see the following screen:


Vidyo
VidyoDesktop needs to be updated
Update VidyoDesktop
After VidyoDesktop starts allow up to 30 seconds for it to initialize. You should automatically be directed to the main page - If not, please refresh this page and login again
Experiencing difficulties? contact us

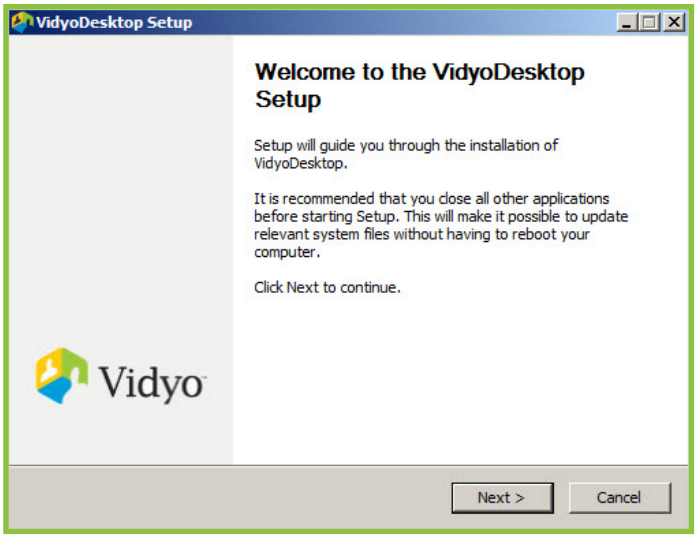
To install the VidyoDesktop, click the *Install VidyoDesktop* (or) *Update VidyoDesktop* button. Your PC may offer you a choice of opening or saving the file or just saving the file. You can open the file if given a choice to. Otherwise save (download) the VidyoDesktop installation file. Save the file to a convenient

place like your Desktop, and launch the VidyoDesktop Setup application.

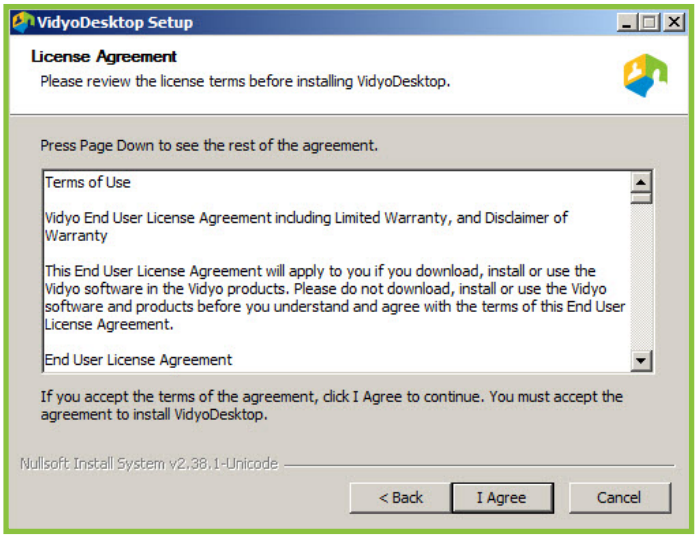
Until the installation process completes, the installation web page remains open. When the installation or upgrade is finished, you are taken to the VidyoPortal home page.

The following screens demonstrate the Windows and Macintosh screens that you see during the VidyoDesktop installation process.

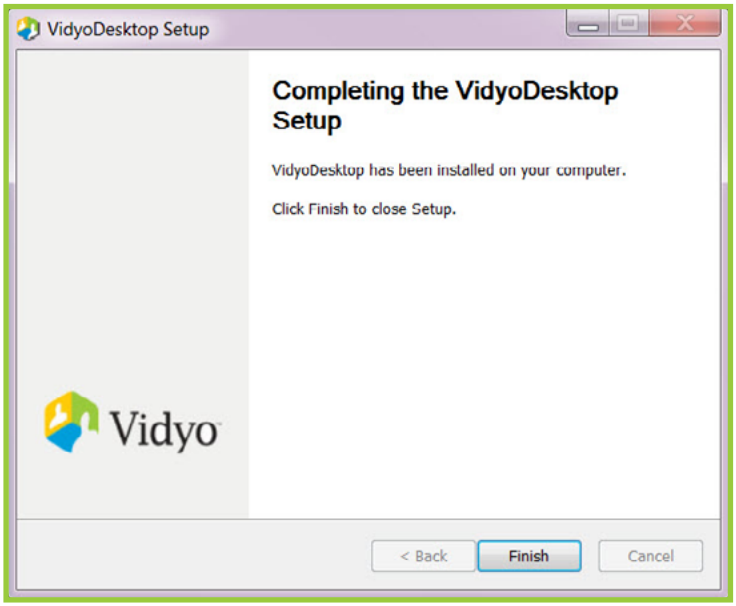
### WINDOWS INSTALLATION


VidyoDesktop Setup
Welcome to the VidyoDesktop Setup
Setup will guide you through the installation of VidyoDesktop.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Vidyo
Next >
Cancel

The installer guides you through the installation process screen by screen, which takes just a few minutes. If this is the first time you're installing VidyoDesktop you will first be prompted to read and accept the licensing agreement. Click the *I Agree* button and complete the remaining installation steps.

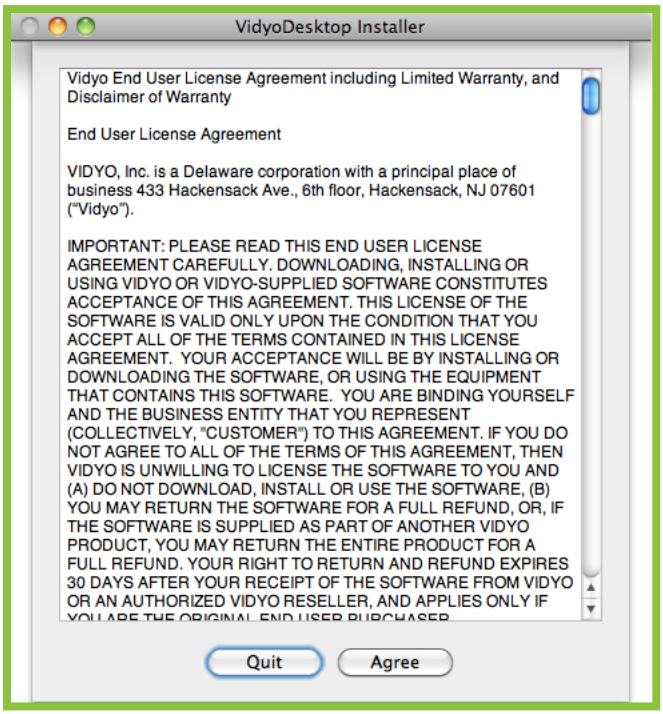

VidyoDesktop Setup
License Agreement
Please review the license terms before installing VidyoDesktop.
Press Page Down to see the rest of the agreement.
Terms of Use
Vidyo End User License Agreement including Limited Warranty, and Disclaimer of Warranty
This End User License Agreement will apply to you if you download, install or use the Vidyo software in the Vidyo products. Please do not download, install or use the Vidyo software and products before you understand and agree with the terms of this End User License Agreement.
End User License Agreement
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install VidyoDesktop.
Nullsoft Install System v2.38.1-Unicode
< Back
I Agree
Cancel

When the installation is complete you'll see the Completing the VidyoDesktop Setup dialog box.

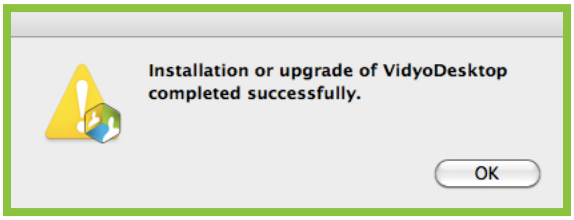



When the VidyoDesktop is installed for Windows, a Vidyo icon appears in your desktop system tray.

## MACINTOSH INSTALLATION


VidyoDesktop Installer
Vidyo End User License Agreement including Limited Warranty, and Disclaimer of Warranty
End User License Agreement
VIDYO, Inc. is a Delaware corporation with a principal place of business 433 Hackensack Ave., 6th floor, Hackensack, NJ 07601 ("Vidyo").
IMPORTANT: PLEASE READ THIS END USER LICENSE AGREEMENT CAREFULLY. DOWNLOADING, INSTALLING OR USING VIDYO OR VIDYO-SUPPLIED SOFTWARE CONSTITUTES ACCEPTANCE OF THIS AGREEMENT. THIS LICENSE OF THE SOFTWARE IS VALID ONLY UPON THE CONDITION THAT YOU ACCEPT ALL OF THE TERMS CONTAINED IN THIS LICENSE AGREEMENT. YOUR ACCEPTANCE WILL BE BY INSTALLING OR DOWNLOADING THE SOFTWARE, OR USING THE EQUIPMENT THAT CONTAINS THIS SOFTWARE. YOU ARE BINDING YOURSELF AND THE BUSINESS ENTITY THAT YOU REPRESENT (COLLECTIVELY, "CUSTOMER") TO THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, THEN VIDYO IS UNWILLING TO LICENSE THE SOFTWARE TO YOU AND (A) DO NOT DOWNLOAD, INSTALL OR USE THE SOFTWARE, (B) YOU MAY RETURN THE SOFTWARE FOR A FULL REFUND, OR, IF THE SOFTWARE IS SUPPLIED AS PART OF ANOTHER VIDYO PRODUCT, YOU MAY RETURN THE ENTIRE PRODUCT FOR A FULL REFUND. YOUR RIGHT TO RETURN AND REFUND EXPIRES 30 DAYS AFTER YOUR RECEIPT OF THE SOFTWARE FROM VIDYO OR AN AUTHORIZED VIDYO RESELLER, AND APPLIES ONLY IF
Quit
Agree

As with the Windows installation, if you are installing VidyoDesktop for the first time you will be prompted to read and accept the licensing agreement. Click the *Agree* button to continue the installation. When the installation is complete, you see the following message. Click *OK* to confirm installation of the VidyoDesktop.




When the VidyoDesktop is installed for Macintosh, the Vidyo icon appears in the dock:

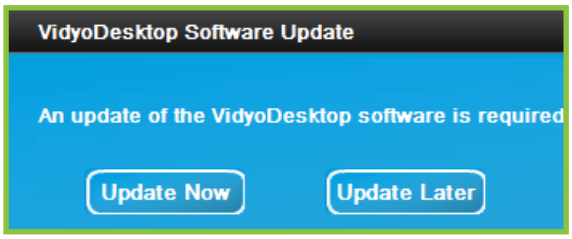
Double-clicking the VidyoDesktop icon is the shortcut to the VidyoPortal home page. Right clicking the icon allows you to place a call (same as double clicking on the icon, it's a shortcut to the VidyoPortal home page), start a meeting (e.g., join your own meeting room), or jump to configuration settings.

## VidyoDesktop Updates

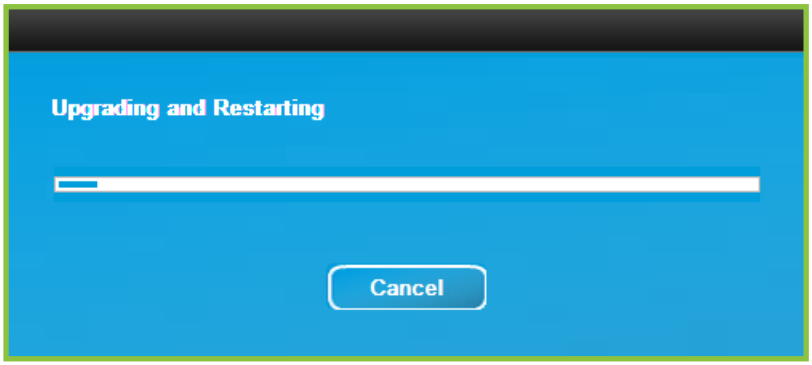
As new releases of the VidyoDesktop are issued, your admin may make them available to your organization. Each time you log into the VidyoPortal, it checks if the version on your computer is current and prompts you to download and install the latest version if it isn't.

**Note:** Your personal security/firewall protection software may prompt you to allow/deny running the Vidyo software. Make sure you select "allow" as part of the software installation.

If you stay logged into your VidyoPortal for long periods of time, or log in and out via the VidyoDesktop rather than the VidyoPortal login page, the VidyoConferencing system can still alert you to a new version of the VidyoDesktop when it becomes available (Windows only). Periodically, it checks to see if a new version is available. When one is, it prompts you to upgrade:




If you are not in a VidyoConference, click the *Update Now* button. If you are conferencing when you see the alert, click the *Update Later* button to be prompted again later. When you update the VidyoDesktop, it automatically closes and you see the following progress bar while the usual update process occurs.




When the update is finished, the VidyoDesktop automatically restarts and you can resume VidyoConferencing.

From the VidyoPortal home Page, you can join a meeting, invite people to join your room and place a direct (point-to-point) call to another VidyoPortal user. The VidyoPortal home Page enables you to search for users and meeting rooms, view other users' status (personal status and room status), control a meeting you host (in your own room) and set up a *MyContacts* list for easy access. You can also choose settings that determine the language the VidyoPortal displays, configure other options and log out of VidyoPortal.

Contact Search field 1

*My Contacts*/Search Results 2

Join Room button 3

Call Direct button 4

My History tab 5

Add/Delete Contact 6

Utility Links 7

User Name/Status 8

Informational Links/ Invite by Email 9

## Actions You Can Take in the VidyoPortal Home Page:

### Contact Search Field

**You start by searching for a user or public meeting room in the contact search field.**

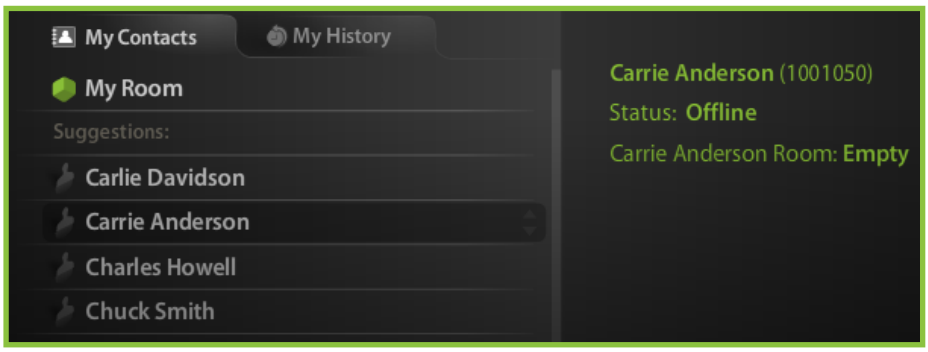
You can search by name (first/last/initials) or by extension. When you find the user you are searching for, you can call them direct or join their room if they are available. If you type an asterisk (*), a list of all registered users appears. FIrst all online users are listed alphabetically followed by a list of offline users listed alphabetically.

Contact Suggestions List

**Note:** You can create your own contacts list - *My Contacts* - as a fast way to place calls to people you meet often with. For information, see "My Contacts" on page 13.

When you find a contact or public room, click to select it. The contact/room status details appear on the right side of the home page (user status and room status). If the contact or public room belongs to a different tenant, the tenant name also appears. You can review this information first to see if the contact or meeting room is available.

For example, the following selected user is offline and her meeting room is empty:




If the contact or room is available, you can place a direct call to the user by clicking the *Call Direct* button or join the room by clicking the *Join Room* button.

### ABOUT MEETING ROOM AND USER STATUSES

A meeting room must be available for you to join it and a user must be available for you to place a direct call. Room and user statuses appear on the right side of the VidyoPortal home Page for a selected user or public room. Also, when a meeting room is available, the *Join Room* button is active, and when a user is available, the *Call Direct* button is active.

User status and room status are independent of one another. You can join the room of a user who is not available (online) for a direct call. Likewise, you can direct call a user whose room is locked, full or PIN protected.

My Contacts list

## My Contacts

The *My Contacts* tab displays the following information:

- Suggested users that match the search criteria you enter in the contact search field.
- When you are not searching for a user, the contacts you have added to your *My Contacts* list.
- The *My Room* button enabling you to join your room for a meeting you host. When you click this button, you can view the participants in your room on the right side of the home page.

My History list

## My History

The *My History* tab displays a list of users with whom you have recently met. You can select one of these contacts to join their room or call direct. You can also add them to your *My Contacts* list.

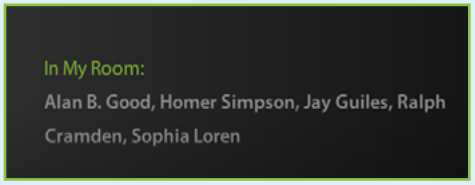
## Join Room

The *Join Room* button enables you to join a room to participate in a meeting. You can join your own meeting room for a meeting you host yourself, or join another user's room. The owner of the meeting room is the host. The *Join Room* button becomes active when you select your own room or any private or public room that is not full, busy or locked.

- To join your own room, click *My Room* in the VidyoPortal home page and then click the *Join Room* button.
- To join another contact's room, search for a contact in the search field as described in "Contact Search Field" on page 15 (or select a user from your *My Contacts* list) and click the *Join Room* button.

**NOTE:** The *Join Room* button is active only when the selected contact's room status allows their room to be joined, e.g., the room is not full or locked.

The VidyoDesktop launches and takes you to the meeting room. For details about using the VidyoDesktop software during a meeting, see "Using the VidyoDesktop During a Meeting" on page 19.

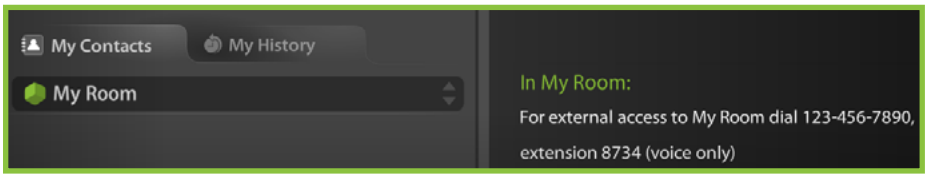



My Room Participants

When you host a meeting in your own room, you see a list of attendees on the right side of the home page under *In My Room*. When you VidyoConference with users from other tenants, you also see their tenant name.

### VOICE ONLY CALLS

A participant without access to a VidyoPortal as either a registered user or guest can join a conference in your room by phone. The phone number and extension for calling into your room appear in the My Room settings page, the Control Meeting page and the VidyoPortal home page when you select My Room. The numbers also appear in the message sent when you invite a participant by email to attend a meeting. For information, see Global Meeting Controls on page 41.




When a participant joins a conference by phone, their phone number appears in the list of participants.

## Call Direct

The *Call Direct* button starts a direct (point-to-point) call with another contact. To call direct, search for a contact in the search field as described in "Contact Search Field" on page 15 (or select one from your *My Contacts* list if they are on your contacts list) and click the *Call Direct* button.

**NOTE:** The *Call Direct* button is active only when the selected contact is available for a direct call.

The VidyoDesktop launches and the person you are calling sees an alert on their screen to notify them of the call. For more details about using the VidyoDesktop software, see page "Using the VidyoDesktop During a Meeting" on page 21.

**Note:** A direct call involves just two users; no additional users can join. When you call a meeting room and there are just two of you in the room, it is similar to being in a direct call. The difference is that others can potentially join you in the meeting.

### DIALING TO A LEGACY SYSTEM

To connect to a legacy system that has not been added as a user in the VidyoPortal, enter its extension number followed by the IP (Internet Protocol) address of the legacy system, then click the *Call Direct* button. To obtain the IP address of a legacy system, contact your system administrator.

**Note:** For additional ways to dial to a legacy system, see the *VidyoGateway Operation Guide*.

## Add Contact/Remove Contact

Add Contact

Remove Contact

If you have contacts that you meet with regularly, you can save them to a *My Contacts* list for easy selection. To add a contact to *My Contacts*, search for the contact, click to select the contact, and then click the *Add Contact* button. Your contact appears in alphabetical order on the home page under *My Contacts*. If you have many contacts, you may need to scroll to view them all.

You can remove a contact from *My Contacts* by selecting it and clicking the *Remove Contact* button.

## Utility Links

The VidyoPortal home page provides several links to control and configure the VidyoPortal:

- **Settings** — Enables you to change the following settings: account, language and my room. For information, see “Settings” on page 42.
- **Control Meeting**— Provides you with control over meetings hosted in your meeting room. (If your admin or operator has given you multiple rooms, you can control all of them from here.) This link is always available, even when no one is in your room. You can invite contacts and guest users to attend a meeting, lock your room, mute/unmute participants and disconnect participants. Your VidyoPortal admin can override your control of a meeting right from his or her own Control Meeting link.
- **Log Out** — Logs you out of the VidyoPortal. Click *OK* at the prompt to end the current session. You return to the VidyoPortal login page.

  **Note:** The VidyoDesktop is still running. You can quit the VidyoDesktop by right-clicking the task bar icon and selecting *Quit*.

## Informational Links and Invite by Email

The links at the bottom right corner of the home page provide the following functionality:

- **Invite by Email** — A link that launches your default email program and creates a message to invite one or more users to join a meeting. The email contains editable text and the link to your meeting room. It also contains an extension to call into a VidyoConference by phone (and the PIN to use if you have chosen to require one). This option requires VidyoVoice or advanced VidyoGateway/PBX configuration.

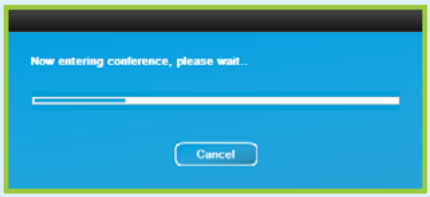
  **Note:** If you are using an Asian language and Microsoft Outlook, perform the following steps in Outlook for the invite text to appear properly:

  1. Select *Options* from the *Tools* menu.
  2. Select the *Mail Format* tab.
  3. Select *International Options*.
  4. Select *Enable UTF-8 support for mailto protocol* if it is not selected.
- **Help** — Displays the *VidyoPortal User Guide* in a new browser tab or window.
- **About Us** — Displays information about Vidyo, Inc. and its videoconferencing technology. This information can be edited by an administrator.
- **Contact Us** — Information about contacting Vidyo, Inc. by phone, fax and email. This information can be edited by an administrator.

- **Terms of Service** — Displays the Vidyo End User License Agreement including Limited Warranty and Disclaimer of Warranty.

### Convenience Features

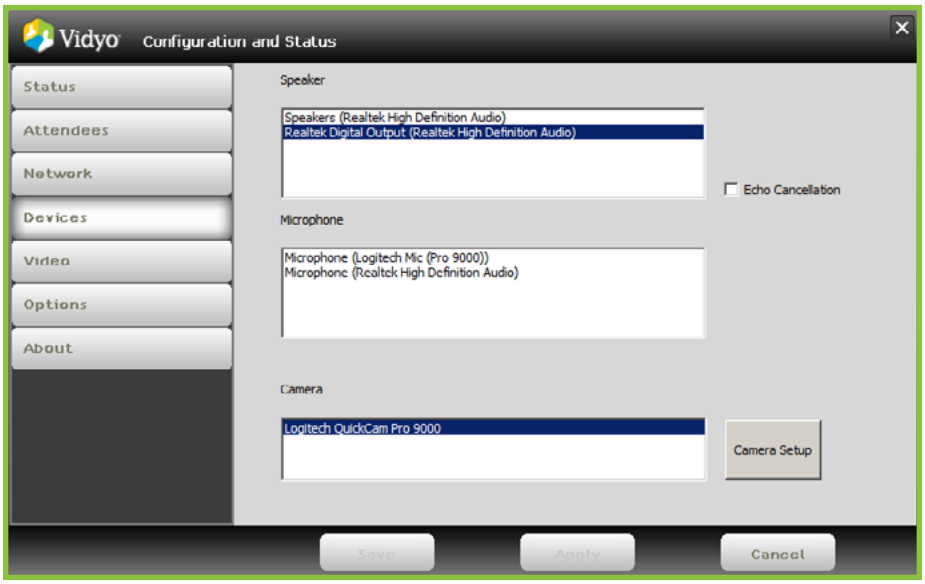
- Automatic Gain Control (AGC) — Automatically adjusts the microphone volume so that the input audio reaches a certain target level. When AGC is on, the microphone level default value is set 50 percent of the mic's range, except for the ClearOne Chat 50, for which it's set at 20 percent of range.
- Far End Camera Control (FECC) — Allows you to tilt and pan a remote camera in a VidyoRoom is that camera has been configured to allow FECC.
- Picture in Picture *Self-View* — Is now the default mode for conference calls but the system remembers which mode were in when you finished your last call and starts the way you left it. (In addition to Picture in Picture, *Self-View* can display your image side by side with the person with whom you're in a direct call or, in a conference, your image and the images of the other participants can be of equal size on the screen)
- Lock the Toolbar in Full Screen Mode — This Windows-only feature displays the Toolbar at the top of the screen even when you choose to go into Full Screen mode. Select the *Options* button in the Configuration and Status window and select Full Screen : Always Display Toolbar checkbox.
- Start Conference in Full Screen Mode — Select the *Options* button in the Configuration and Status window and select Full Screen : Start Conference in Full-screen.
- When you are not logged in, the VidyoDesktop icon in the notification area (also called the system tray) for Windows is dimmed and for the Macintosh it displays in the dock with a small red X in a circle.
- Acoustic Echo Cancellation (AEC) — Is no longer the default for recommended audio (input/output) devices (because they have their own AEC built in).

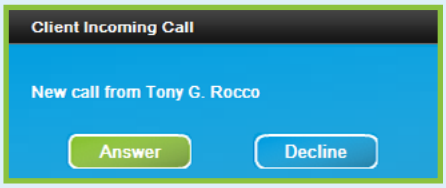



Progress Bar

When you join a meeting room or call direct from the VidyoPortal home Page, the VidyoDesktop launches and a progress bar appears as a connection is being made.

The first time you launch VidyoDesktop and after any change to your camera or audio settings, you are prompted to select the webcam, microphone and speakers you want to use in the configuration/devices window. Choose the appropriate devices and click *Save* to proceed to the VidyoDesktop. Changes take place during the current call.



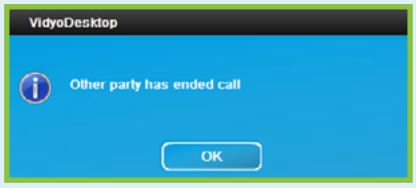




Incoming Call

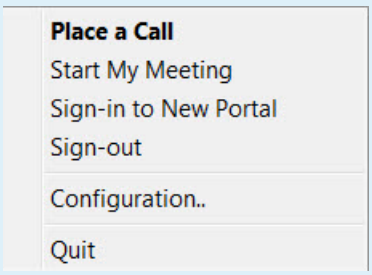
If a contact calls you directly, you receive a prompt through the VidyoDesktop indicating who is calling and providing buttons to accept or decline the call will appear.

Once your call or meeting is in session, you are able to control the audio/video streams, display your screen and perform other actions as described in the next section.

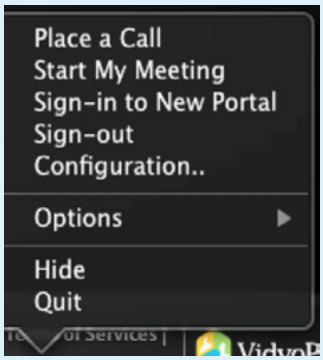
When you disconnect from a direct call from the call, you'll see a dialog box indicating that the call has been ended.




Ended Call




Windows VidyoDesktop Menu

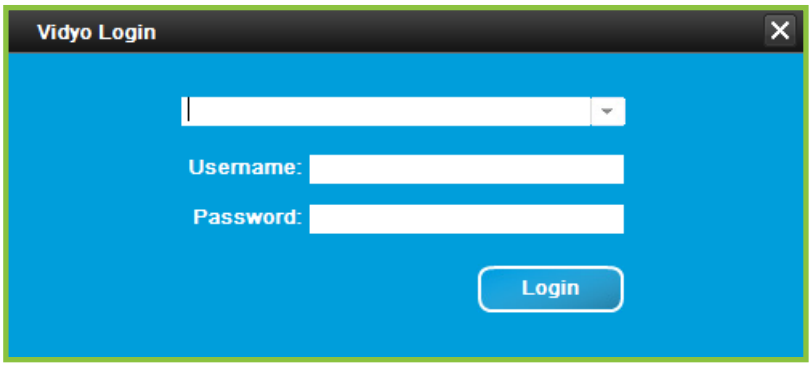



Macintosh VidyoDesktop Menu

## Starting a VidyoConference Using the VidyoDesktop

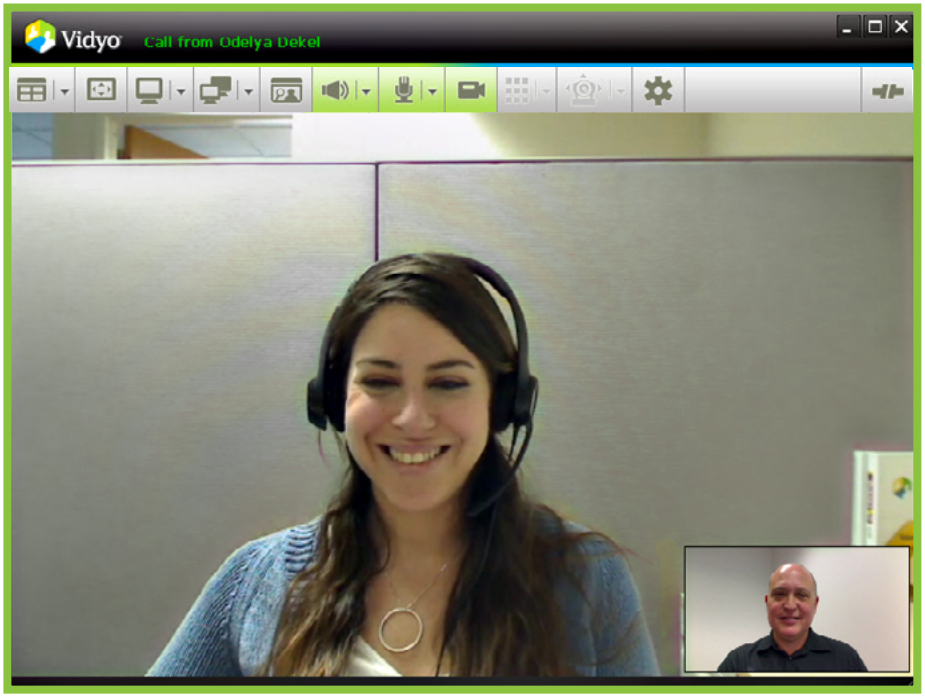
You can start a VidyoConference by right-clicking the VidyoDesktop icon in the Notification area (system tray) on a Windows PC or Control-clicking it in the dock on the Apple Macintosh. You have the following menu choices:

- **Place a Call** — Logs you into the VidyoPortal to place a direct call to an available user or participate in a meeting.
- **Start My Meeting** — Launches the VidyoDesktop and puts you in your meeting room.
- **Sign-in to New Portal** — Signs you out of the VidyoPortal your been using and displays a screen in which to sign into another VidyoPortal to which you have access. Enter the URL of the VidyoPortal or select the VidyoPortal from the drop-down list, then enter your user name and password. Click *Login* to enter the portal.




- **Sign-out** — Signs you out of the VidyoPortal you've been using but keeps the VidyoDesktop program open. To resume VidyoConferencing, you must sign in again. This is different from signing out in the VidyoPortal home page, which allows you to start a conference with the VidyoDesktop without logging in again.
- **Configuration** — Opens the VidyoDesktop configuration window to change settings. For information, see "Far End Camera Control (FECC)" on page 33.
- **Quit** — Closes the VidyoDesktop program.
- **Note** — We're continually improving the VidyoDesktop program. When we do make an improvement we make it available to our customers right away. If your system administrator adds the latest version to your system, when you start VidyoDesktop you may see a notification box that you that you need to upgrade the VidyoDesktop software. You won't be able to sign in until you allow the upgrade. It takes only a few moments and you don't have to restart your computer when it's done. You may also see the upgrade notice when you're in the middle of a direct call or conference. In that case you can postpone the upgrade until after you're finished.

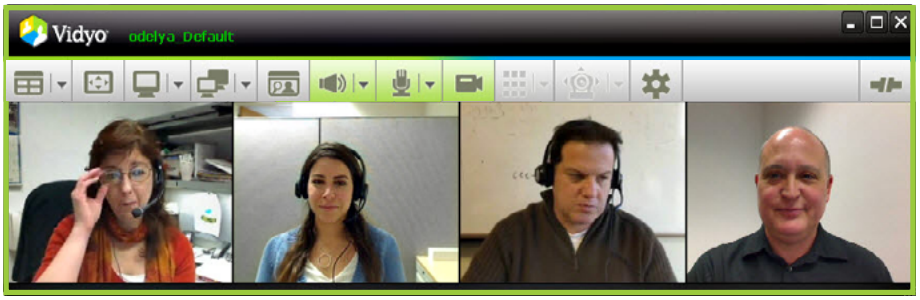
## Overview of the VidyoDesktop Window and Toolbar




The VidyoDesktop window first opens in Picture-in-Picture mode PiP, as shown above. (Picture-in-Picture mode displays your image as a thumbnail in the lower right corner.) This is the default. However, if you turn picture-in-picture off during a call or conference and leave it off when you conclude the call, VidyoDesktop will not open up in PIP mode. In other words, it remembers your setting from your last call.

If you have selected Start Conference in Full-screen in the Configuration and Status window under Options, you'll start in full screen.

You can resize it and change display modes to create an optimal viewing experience. The toolbar across the top of the window features button controls. Some buttons allow you to toggle between actions, and others have drop-down arrows beside to offer more options. An introduction to the VidyoDesktop toolbar buttons follows.



## Layout

A single VidyoConference can host up to 100 participants; however, no more than eight remote parties can be displayed at once (the last active speakers based on their voice activity).

Each user can control their personal layout, choosing a lower number (overriding the default Auto mode) by clicking on the drop down menu and selecting a number in the 0-8 range (when 0 is selected, none of the participants will be displayed).

Clicking on the Layout icon itself changes the screen to *Preferred* mode, in which the person who is speaking has the largest screen real estate. In *Preferred* mode, the participant shown in the largest screen area changes as the active speaker changes. *Preferred* mode is also automatically activated when a participant shares an application. You may also stretch and resize the VidyoDesktop window to change the size and presentation of the layout.

**Note:**

- In a Direct Call (Point-to-Point), the range of screens will be 0-3 since you can turn on *Self-View* and and you can also share what an application on your computer is displaying.
- In a Multipoint call, the maximum number of displayed participants might be lower than 8 (even if there are more than 8 remote participants) if there isn't enough available network bandwidth.
- The number of displayed screens can total up to 10 if you are using *Self-View* and viewing a document share.
- You can display a thumbnail image of yourself in the lower right corner of the screen by clicking the *Self-View* button once. Click a second time to view yourself and the other participant. Click a third time to view only the other participant.
- Remember, while the default is to always start in the Picture-in-Picture style of the *Self-View* mode, if you'd prefer not to, just make sure you turn it off before you end a call or conference and VidyoDesktop will remember that *Self-View* was off and start with it off next time.

### Full Screen

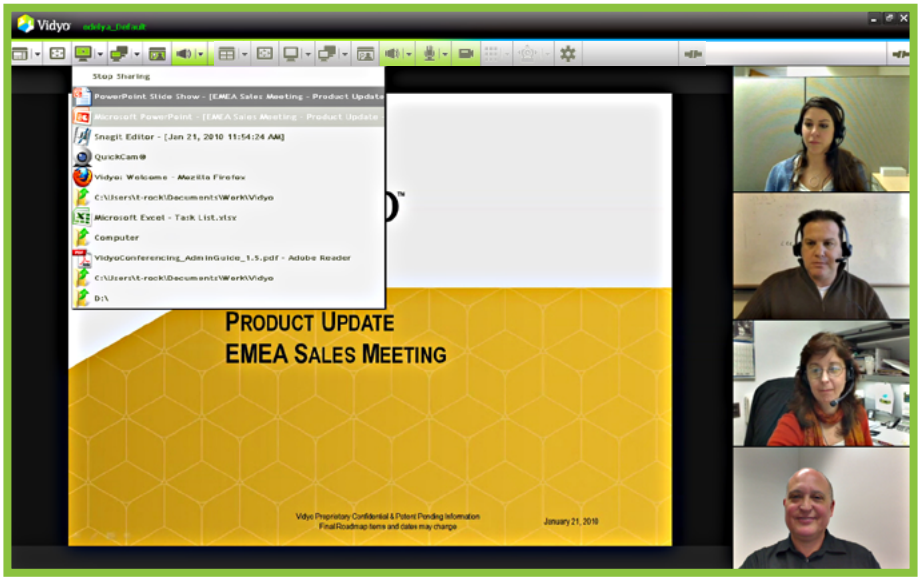
Clicking on the Full Screen buton toggles the screen between sizing the window to utilize the entire screen real estate and restoring the window to the previous size. When in *Full Screen* mode, the toolbar is hidden unless you mouse over the screen. Mac users will see the application maximized.

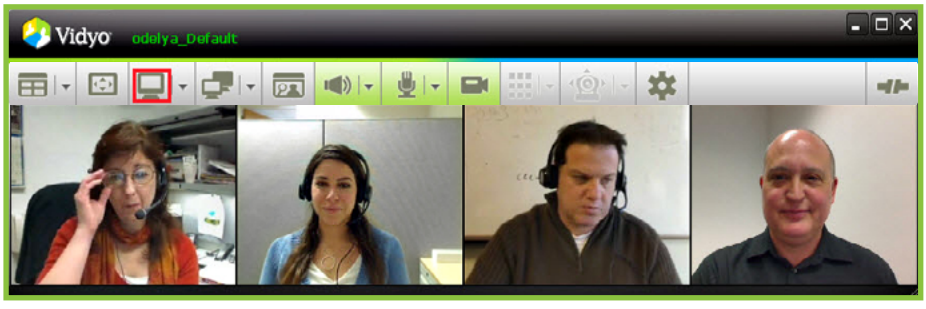
## Share Screen

Participants can share applications on their computers by clicking the *Share* button. Clicking the button itself toggles between sharing and stopping the share. Click the drop-down arrow to select from the open applications on your local machine to share with other meeting participants. You can also choose to share your entire desktop by selecting your display from the share list (Windows only). When you first share an application or screen, the VidyoDesktop shrinks to enable you to view the shared application. You can resize the VidyoDesktop, as desired.

You can see the screen with your shared application by clicking the *Toggle* button next to the *Share* button and choosing your name from the list. If you choose not to view your shared application, you know you are sharing because the *Share* icon is green.

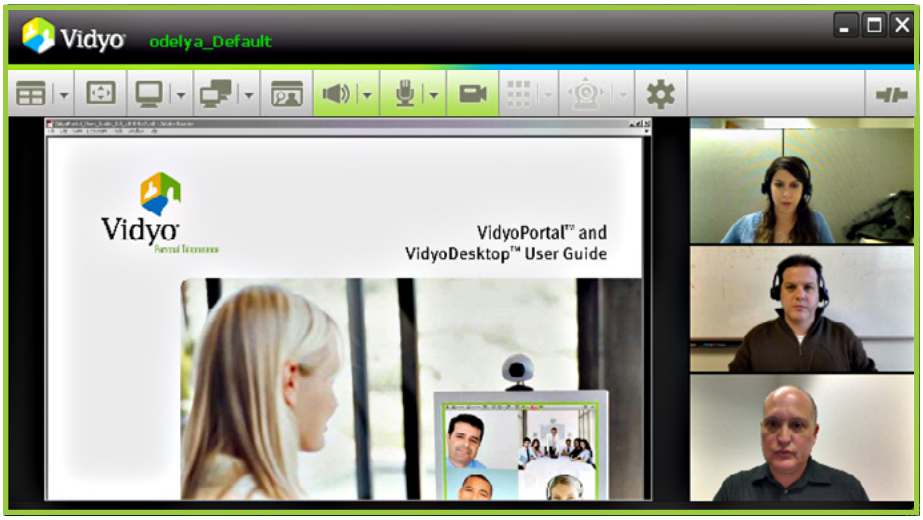
**Tip:** To more easily view shared presentations and documents on-screen, set your layout to preferred mode or to o (zero). You'll see only the shared application.



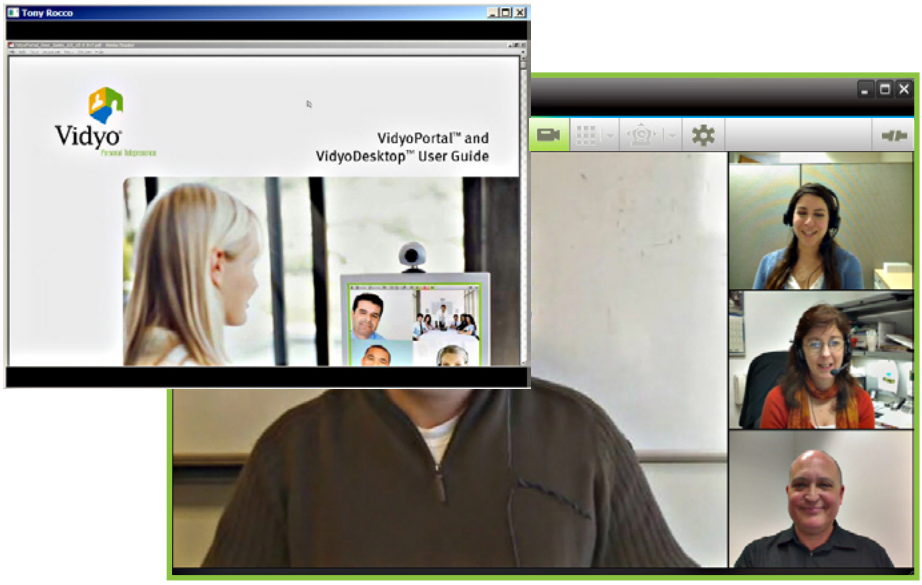




When another participant is sharing an application, it will show on the VidyoDesktop window. When layout is set to *Preferred* mode, the shared application appears largest. You may undock the shared screen (i.e., view it as a separate window) and re-dock the shared screen (i.e., snap it back into the main VidyoDesktop window) by double-clicking the contents of the application window.

DOCKED




UNDOCKED



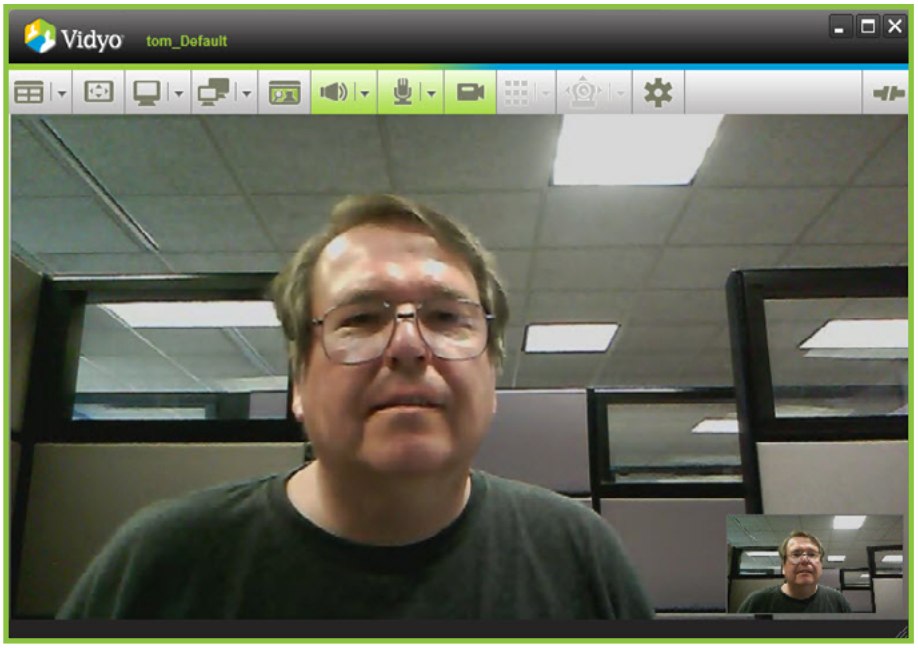
### Toggle

Many participants may share what's on their computer screens (like a PowerPoint slide, a spreadsheet, a Web page and so on) but you can view only one shared screen at a time. When shared applications are available from multiple participants, the *Toggle* button turns green, indicating a share is available. You may toggle between multiple applications using the *Toggle* button. Click the button to cycle through the available shares.

When you click the button you'll see a list of the people who are currently sharing their screens and you can choose the person whose share you want to view. If you are sharing your screen you'll see your own name on the list as well. Click the drop-down arrow to select a specific share from all available shared applications, including yours. The first option in the drop-down is always *None*. Selecting *None* means that you will not see any shared applications in the VidyoDesktop window.

## Self-View

You can view your own video feed in “Picture-in-Picture” mode by clicking the *Self-View* button. Your feed appears as a thumbnail image in the lower right corner of the screen. Click the *Self-View* button a second time to see your image the same size as others on the screen layout. For example, if you’re in a direct call the screen will split in half and you’ll see the person you’re talking to on the left hand side and yourself on the right. Click the *Self-View* button a third time to remove yourself from the layout and view only the other meeting participant.



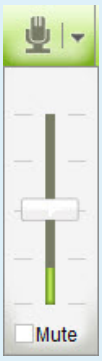
### Volume

Click on the *Volume* button to mute/unmute the sound you're hearing. The button turns red when mute is on. Or use the drop-down arrow to change the volume level. You'll see a slider and a green line whose vertical movement reflects the energy (volume) level your speakers or headphones are outputting.

## Microphone

Click on the *Microphone* button to mute/unmute the sound you're broadcasting. Or use the drop-down arrow to change the volume level. You'll see a slider and a green line whose vertical movement reflects the energy (volume) level your your mic is outputting.

**Note:** Microphone volume is automatically sets to 25% when selecting an audio recording device and to 50% when using a ClearOne Chat 50.




Mic Level

The *Microphone* button turns red when you mute yourself and a small red circle with a line through it appears under the microphone icon.

When the room owner mutes you, the *Microphone* button turns red and a red line appears over the microphone icon.

When you mute yourself and the room owner also mutes you, the *Microphone* button turns red, you see a red line over the microphone icon and a small red circle with a line through it under the microphone icon.

## Privacy

Click on the *Privacy* button to stop the video you're sending (i.e., privacy mode). You stay on the call but other participants will not be able to see you. If you are showing a document, it will continue to be visible.

The *Privacy* button turns red when you put yourself in privacy mode and a small red circle with a line through it appears under the camera icon.

When the room owner or admin puts you in privacy mode, the *Privacy* button turns red and a red line appears over the camera icon.

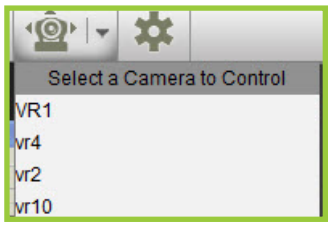
When you put yourself in privacy and the room owner or admin also puts you in privacy mode, the *Privacy* button turns red, you see a red line over the camera icon and a small red circle with a line through it under the camera icon.

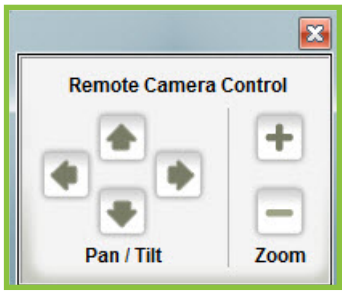
## Dialpad

When you connect to a legacy videoconferencing system or MCU, the grayed out *Dialpad* button becomes active. Click this button to display a DTMF (Dial Tone Multi-Frequency) dialpad that enables you to select menu items to access the legacy system, as shown below.

## Far End Camera Control (FECC)

The *Far End Camera Control* button allows you to control the motion of a VidyoRoom's camera. There are just two requirements.

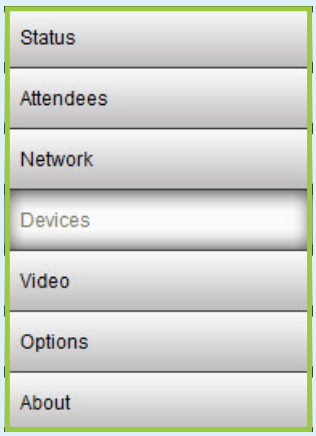



- The camera in the room must be motorized to enable motion.
- The room must be configured to allow FECC.

To use FECC, you join a room that allows it. When you do, the previously dimmed FECC button will become active as shown above. If you click the drop down arrow next to the button and see multiple cameras listed, you can choose and switch among them. (A VidyoRoom can have only one camera so you are actually choosing between different VidyoRooms.) Once you've chosen a camera, the Remote Camera Control panel will open. You can pan (move side to side) and tilt (up and down) the camera in addition to zooming in and out.

To end Far End Camera Control simply click the FECC button again.




Configuration Tabs

## Configuration

The *Configuration* button turns red when there is an alarm, indicating that your settings need attention. Click the configuration button to configure your VidyoDesktop, including *Status, Attendees, Network, Devices, Video, Options* and *About*. The following settings are accessible when your status is Not in Conference as well. You may access the configuration settings at any time by right-clicking the VidyoDesktop taskbar icon and choosing Configuration from the pop-up menu. All changes take place immediately.

### STATUS

This tab indicates if you are in a conference, with whom, and your current bandwidth. It also features a display of any alarms, which may include:

- ***High CPU utilization limits quality of conference*** – CPU utilization has been elevated for an extended period of time. You should try quitting applications other than VidyoDesktop. If the problem persists:
  - If using a camera with a USB connection, make sure the camera is plugged directly into the computer
  - If using a notebook, verify that power management is not set for low CPU performance
  - Make sure the camera is being used with the latest drivers available for it.
  - Make sure that your computer meets the minimum or recommended configuration for running the VidyoDesktop.

### ATTENDEES

This tab shows a list of participants in conference. Note: if you're seeing small boxes instead of understandable font, the user's name is written in a foreign language font not supported by your machine.

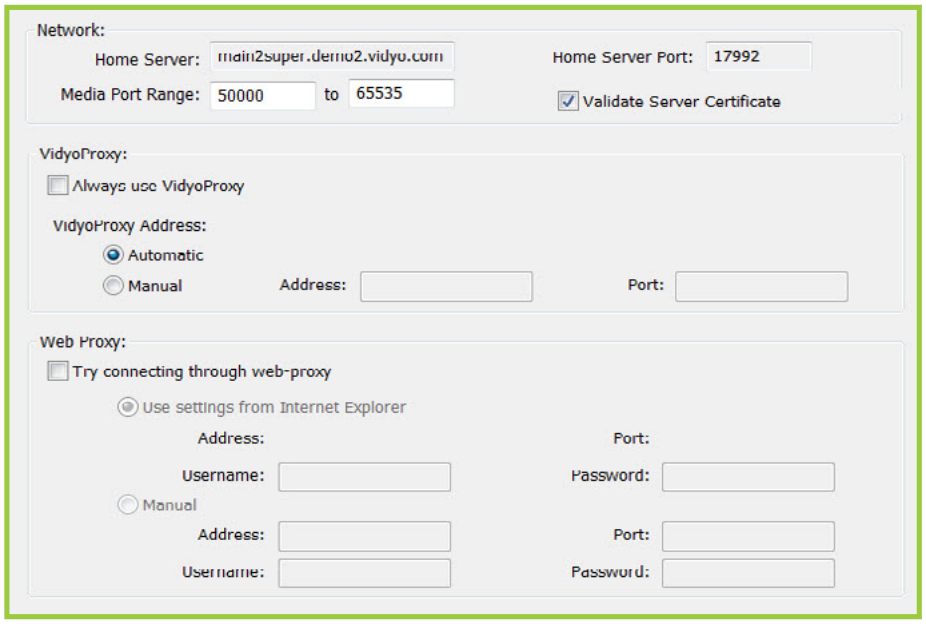
### NETWORK

The *VidyoProxy* section is used to configure the VidyoDesktop to operate behind firewalls, NATs and Web proxies that limit traffic to specific ports and protocols – commonly port 80 for HTTP and port 443 for HTTPS. This tab shows the home server and port used.

**Note:** The VidyoDesktop supports basic and NTLM (NT LAN Manager) authentication.

A VidyoProxy address is typically provided by the server if the server is configured to support NAT and firewall traversal. If a VidyoProxy address is available to the VidyoDesktop, the VidyoDesktop first tries to connect directly to the server. If that fails, it retries using the VidyoProxy as mediator and traversing the firewall/NAT on specific TCP ports.

Selecting *Always use VidyoProxy* forces the VidyoDesktop client to use the VidyoProxy if one is available. If set and if the VidyoDesktop finds a VidyoProxy address, it immediately tries to use it without first trying to connect directly.

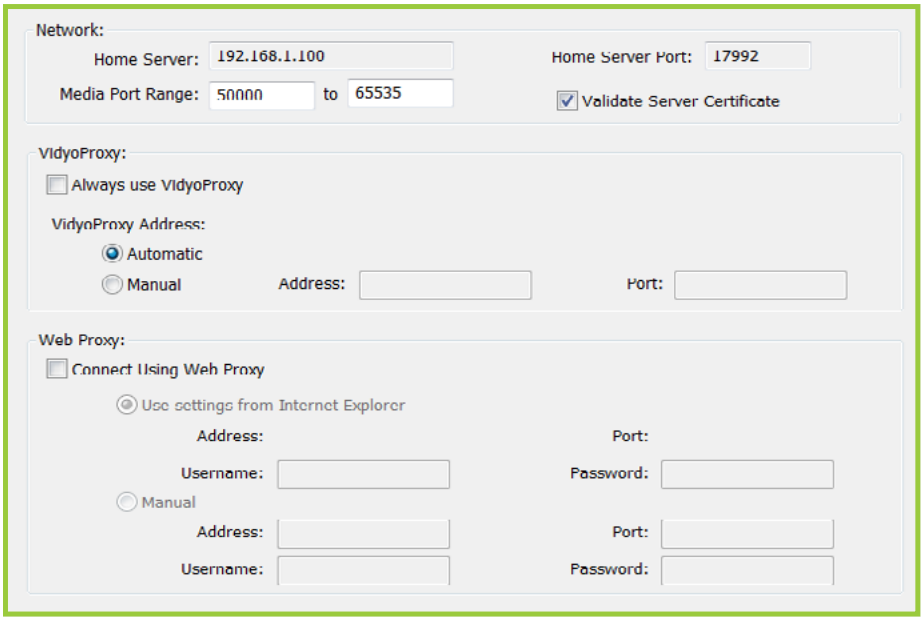



The VidyoProxy can be used as fallback mechanism in case direct access to the server is not available. By default, the VidyoProxy is used if a direct connection cannot be established. Do not change this setting unless advised by your Vidyo administrator.

If the server is configured to support NAT and firewall traversal, a VidyoProxy address is provided by the server. To manually set the VidyoProxy address and override the server-provided address and port, set the VidyoProxy to *Manual* and enter the IP address and port number.

If your network requires the traversal of a Web-proxy, set the *Use Web Proxy* option. To access the server through a Web proxy, the VidyoProxy must be used.

You can also select the checkbox for web-proxy auto detect, *Try connecting through web-proxy*. This enables the VidyoDesktop to auto connect to the server through the Web proxy, if necessary. If the Web proxy is not necessary, it is used when setting up the connection to the server. This may be useful for traveling users or users who conference from both office and home.



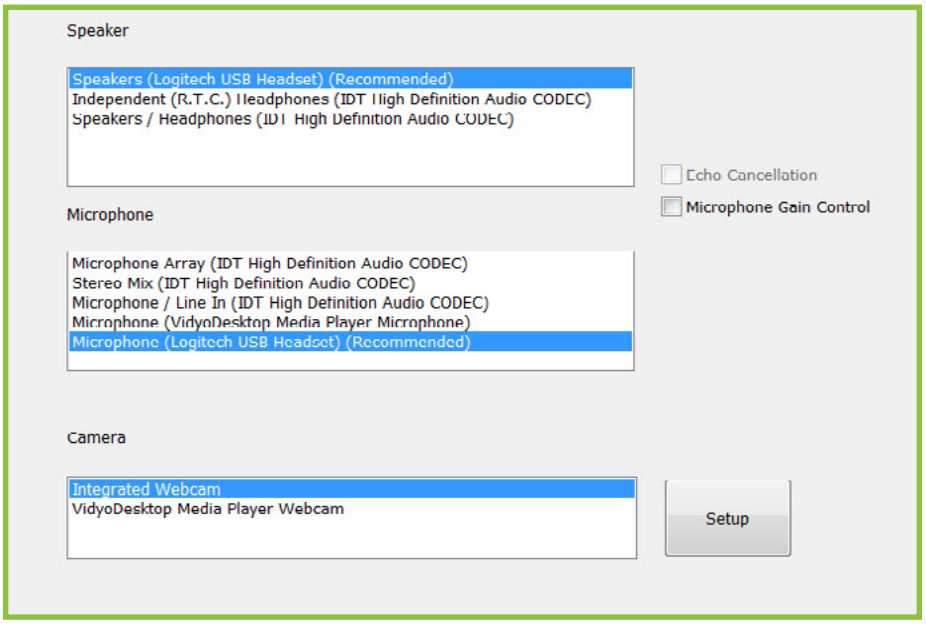

- To use the Web proxy settings configured for the Internet Explorer Web browser on your Windows machine, select the *Use Settings from Internet Explorer* radio button.
- On Mac OS X, Web proxy settings are retrieved from your network interface settings. To use these settings, select the *Automatic* radio button.

If your Web proxy requires a user name and a password, manually enter them in the *Username* and *Password* fields. To manually set Web proxy settings, select the *Manual* radio button and enter your IP address, port, user name, and password settings.

You may also have noticed that this screen contains a checkbox labeled Validate Server Certificate. This is a technical setting that you should not change unless directed to by your system administrator or other technical support person.

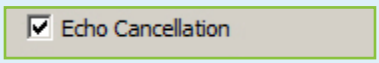
Another item in the same class is the Media Port range. Don't change it unless directed to by your system administrator or other technical support person.

DEVICES


Speaker
Speakers (Logitech USB Headset) (Recommended)
Independent (R.T.C.) Headphones (IDT High Definition Audio CODEC)
Speakers / Headphones (IDT High Definition Audio CODEC)
Echo Cancellation
Microphone Gain Control
Microphone
Microphone Array (IDT High Definition Audio CODEC)
Stereo Mix (IDT High Definition Audio CODEC)
Microphone / Line In (IDT High Definition Audio CODEC)
Microphone (VidyoDesktop Media Player Microphone)
Microphone (Logitech USB Headset) (Recommended)
Camera
Integrated Webcam
VidyoDesktop Media Player Webcam
Setup

This tab shows the available playback, record and camera devices associated with your personal computer. If a new audio or video device is detected prior to a call, this window automatically appears to enable you to select a new device.

You can also display this window to make a change to your audio or video device while a call is in progress. The change will take place immediately, without having to restart the VidyoDesktop. Available devices are shown onscreen, with notes designating those that are “recommended.”




Echo Cancellation

**Echo Cancellation** – If you use a non-echo canceling audio device you are still able to achieve a good audio experience with the VidyoDesktop by using the echo cancellation feature. Echo cancellation is turned off when you use a Vidyo-recommended audio device because recommended devices have echo cancellation built in. When you use an audio device that is not recommended, echo cancellation is automatically enabled. You can disable it if you wish.

- To enable this option, select the *Echo Cancellation* checkbox.
- To cancel it, deselect the checkbox.

**Note:** If using a recommended audio device while both mic and speaker carry the same name, the echo cancelation will be turned off automatically.

VIDEO

This tab this applies to the camera configuration and determines how the VidyoDesktop software performs encoding.

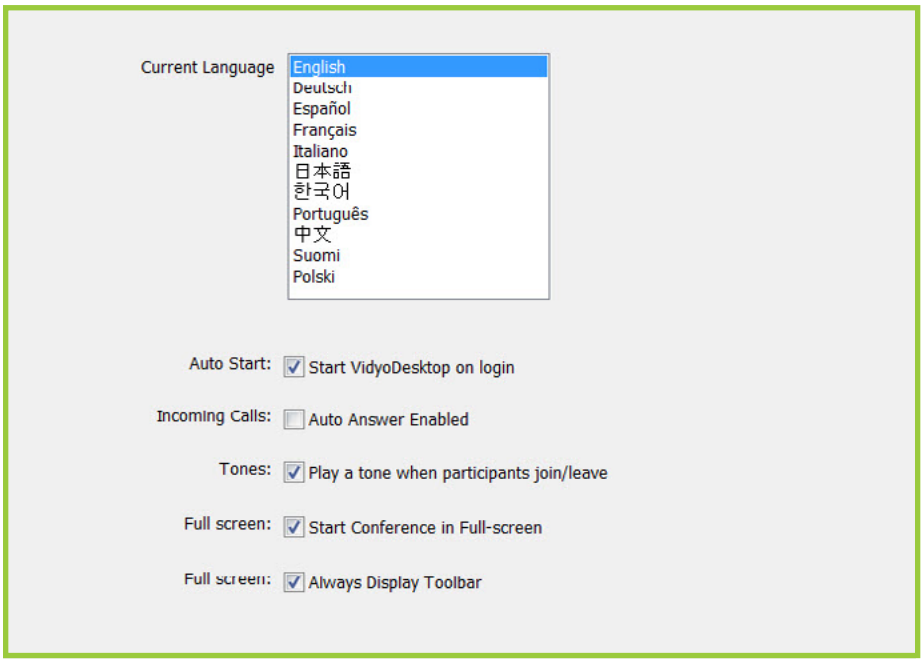
- ***Best Quality*** – Recommend for best user experience.
- ***Best Frame-Rate*** – Allows encoding software to encode at 30fps for resolutions higher than VGA.
- ***Best Resolution*** – Allows encoding software to encode higher resolutions.
- ***Limited Bandwidth*** - Can be used in bandwidth-limited environments where the full video quality cannot be realized. When selecting this mode, encoding resolution is limited to CIF – conserving uplink bandwidth and the number of participants that can be viewed is initially limited. If enough downlink bandwidth is detected, the number of received participants will increase with time.
- ***Advanced*** — (Windows only) Advanced mode has three configuration options: 450p30; 720p15 and 720p30. Each forces camera capture, encoding resolution and frame-rate based solely on what is available from the camera, irrespective of CPU capacity. This mode is for controlled environments usage only.

**Note:** The Advanced mode works properly only when your system meets the one of the following minimum hardware requirements:

- Core 2 Duo of 2.8GHz or better WITH DDR3 memory in TriChannel
- Core 2 Quad with DDR2 or DDR3 memory

- i7 based system

OPTIONS




Checkboxes are available to start the VidyoDesktop when Windows starts, auto-answer incoming calls, play a tone when a participant joins or leaves a meeting and start conferences in full-screen mode. You can also choose to display the Toolbar in full-screen mode.

The VidyoConferencing System is available in eleven languages.

- English
- Spanish
- French
- Finnish
- German
- Italian
- Portuguese
- Polish
- Japanese
- Chinese
- Korean

The VidyoDesktop inherits the default language set in the VidyoPortal. To change the language for the VidyoDesktop, select your preferred language from the list and click *Save*. Changes take effect immediately and do not affect the language specified in the VidyoPortal. When you restart your VidyoDesktop, the language returns to the default language set in the VidyoPortal.

**Note:** if you're seeing small boxes instead of understandable text, you don't have the necessary foreign language font on your machine.

ABOUT

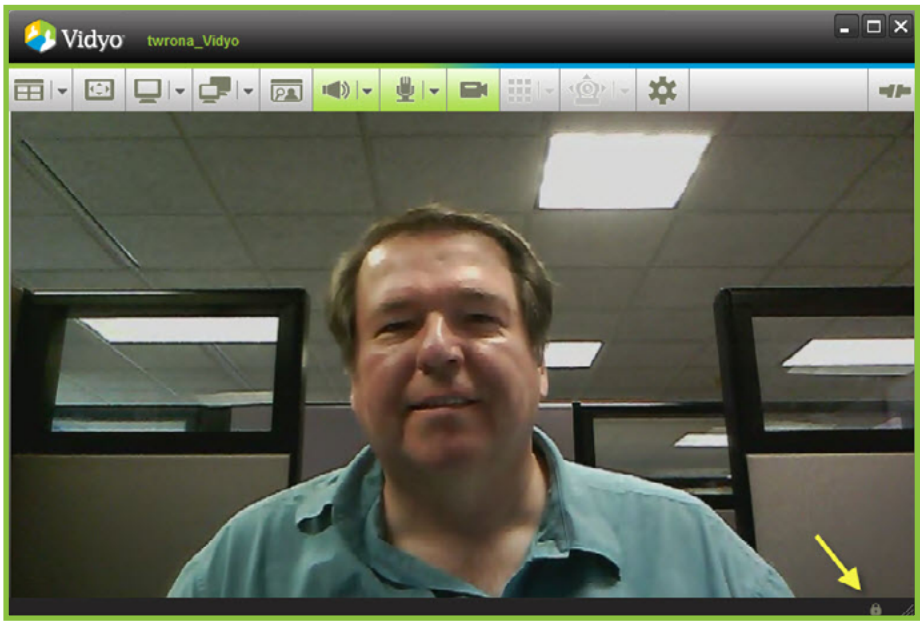
Lists the version of the software installed on your machine and copyright and patent notices.

### Disconnect

Choose the disconnect icon to end your session.

### SSL Security

Your administrator can configure VidyoDesktop to run in secure SSL mode. This secure method of connecting prevents unauthorized persons from electronically eavesdropping on your VidyoConferences. If your VidyoDesktop has been configured to use SSL, you see a small lock icon in the lower right corner of the screen, as shown below.

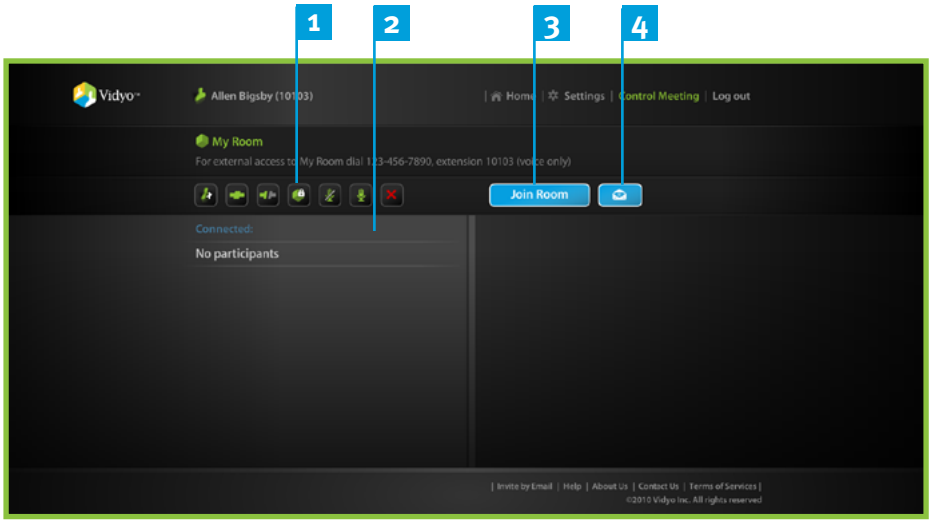


Global Meeting Controls 1

Meeting Participants 2

Join Room button 3

Invite Guest button 4




You control your own meeting in the VidyoPortal by clicking the *Control Meeting* link in the top right corner of the home Page. The *Control Meeting* page enables you to manage the meeting and its participants, invite new participants and disconnect current ones. The *Control Meeting* page also displays a phone number and extension to enable guest users to connect to a meeting by phone.

The *Control Meeting* page contains the following:

- A list of currently connected participants and their statuses.
- A list of participants who are not currently connected (because they have not yet joined or they have been disconnected from the meeting) and their statuses.
- Global controls/action icons for a meeting
- Participant controls/action icons
- If your system administrator has given you more than one room, you will be able to select the name of the room to use from a list.
- Note: Admin and Operator can control every meeting they participate directly from this portal. (No need to access the Admin portal)"

## Global Meeting Controls

The *Control Meeting* page provides the following global controls for a meeting:

**Add Participants** — Displays the contact search field to invite additional participants to the meeting via the VidyoPortal. Select and invite users as you would in the contact search field of the VidyoPortal home Page. (For information, see "Contact Search Field" on page 15.) Invited users appear in the *Not Connected* list until they join the meeting.

**Connect All** — Connects (invites) all disconnected participants to the meeting.

**Disconnect All** — Disconnects all participants from the meeting and adds them to the *Not Connected* list. A disconnected participant can be reconnected later.

**Lock Room** — Locks your room to prevent participants from joining. You can lock your room even if you don't currently have a meeting in it.

**Unlock Room** —This icon appears when you have locked your meeting room. Click it to unlock the room.

**Mute All** — Mutes the volume for all current participants including the room owner. Participants who join or rejoin after *Mute All* is selected are also muted.

**Unmute All** — Unmutes the volume for all participants.

**Remove/Disconnect All** — Disconnects all participants and removes them from both the *Connected* and *Not Connected* lists.

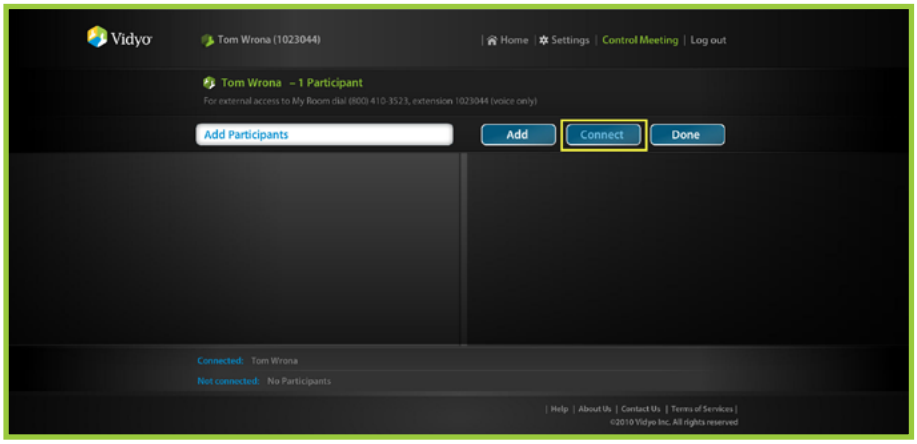
**Invite to Meeting by Email** — Launches your default email client and creates a message to invite one or more users to join the meeting. The email contains editable text and the link to your meeting room and, if you've set one, the PIN required to enter the room. It also contains an extension to call into a VidyoConference by phone. If your system permits guest users you can invite them too.

**Note:** If using Asian languages, perform the following steps in Microsoft Outlook for the invite text to appear properly:

1. Select *Options* from the *Tools* menu.
2. Select the *Mail Format* tab.
3. Select *International Options*.
4. Select *Enable UTF-8 support for mailto protocol* if it is not selected.

**Note:** You can also invite a guest with the *Invite by Email* link at the bottom of the *Control Meeting* page and the VidyoPortal home page.

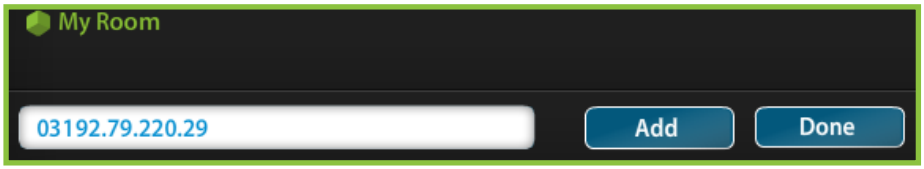
You can also add participants "on the fly" when you're in the Add Participants screen by clicking the *Connect* button.




## Dialing a Legacy System

To conference with a legacy system that does not exist as a user in the VidyoPortal, enter its extension number followed by the IP (Internet Protocol) address of the legacy system, then click the *Add* button to include it in the conference.

To obtain the IP address of the legacy system, contact your system administrator.




## Participant Controls

The *Control Meeting* page provides controls for the individual participants in a meeting. To view these controls, move the mouse over the area to the right of a participant's name. These controls are similar to the global controls, but they affect only one user at a time. They also keep you informed of the status of participants during a meeting. For example, when a user mutes their own sound or chooses privacy mode in their VidyoDesktop, the appropriate icon reflects the change. Likewise, when you mute a participant or choose privacy mode, they are alerted in their VidyoDesktop.

There are different controls for connected and not connected users:

### CONNECTED USERS

**Disconnect** — Disconnects the participant and puts them on the *Not Connected* list. You can reconnect the participant later.

**Mute Participant** — Mutes the volume for the participant.

**Unmute Participant** — Unmutes the volume for the participant.

**Video On/Off** — Turns the participant's video on or off. When privacy mode is ON (using privacy), the camera icon appears with a gray slash through it and when privacy mode is off (not using privacy) the camera is green. When a participant is in privacy mode, the icon remains visible until privacy mode is turned off. This icon also changes when the participant sets their own privacy mode.

NOT CONNECTED USERS

**Reconnect** — Reinvites a disconnected user to the meeting if their status allows it.

**Remove** — Removes the participant from the *Not Connected* list.

### Allowing an Admin to Control Your Meeting

An admin may control your meeting on your behalf. Simply ask the admin to log in to your meeting and the admin can perform all tasks outlined above on your behalf.

Vidyo
Home | Settings | Control Meeting | Log out
Account
My Room
Language
About
Invite by Email | Help | About Us | Contact Us | Terms of Services

Utility Links

You can use the options available under the *Settings* utility link on the VidyoPortal home page to configure personal settings. Click the *Settings* link to display the kinds of options you can set.

- **Account** — Use to change your VidyoPortal password. Click *Change Password* and enter your new password twice, then click *Save*. If you don't enter the same password each time, you are prompted to re-enter it.

- **My Room** — Enables you to create, change, copy or delete the URL that links contacts to your room and to apply a security PIN (personal identification number) of 3 to 10 characters to your room. A PIN prevents unauthorized contacts from accessing your room. This page also displays the phone number necessary to join your conference room by telephone.

  - To change a URL, click *Create New* and click OK when prompted to confirm the change. VidyoPortal automatically generates a new URL.

    **Note:** once you create a new URL the old one will no longer work. Be sure to let the people with whom you communicate of your new URL.

  - To delete the URL, click *Remove* and click OK when prompted to confirm the deletion. To copy the URL, click *Copy Link*. Click Save when you are done.

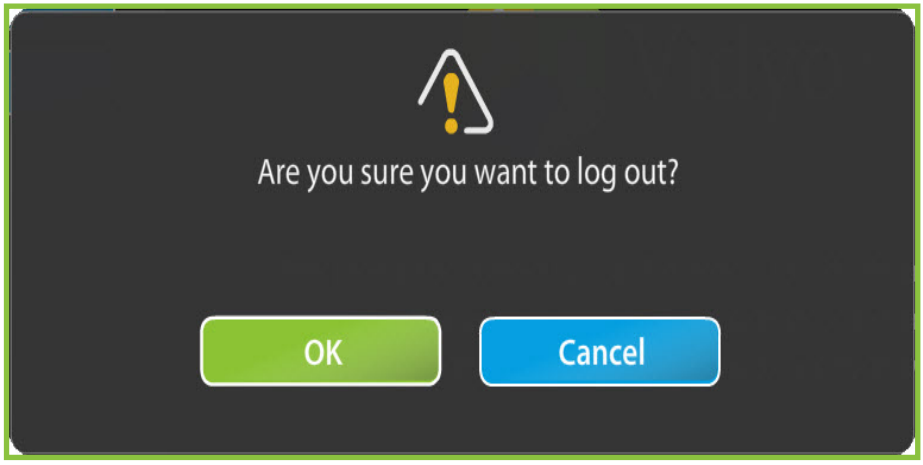
  - To create a PIN, enter it in the *Room PIN* field and click *Save*. Anyone attempting to join your room will be prompted to enter a PIN.

- **Language** — Use to select the language you want VidyoPortal to display. Click to select a language and click *Save*.

**Note:** Language settings in the VidyoPortal do not affect the VidyoDesktop, and vice versa.

Vidyo
Home | Settings | Control Meeting | Log out
Account
My Room
Language
About
Vidyo®
This product is covered by U.S. Pat. Nos. 7,593,032 B3 and 7,643,560,
as well as additional International patents or pending U.S.
or international patent applications owned by Vidyo, Inc.
VidyoDesktop Version: TAG_VD_2_0_4_00234
VidyoPortal Version:VidyoConferencing 2.0.4(033).DBv26
User Interface Version: 1.0.23
| Invite by Email | Help | About Us | Contact Us | Terms of Services |
©2010 Vidyo Inc. All rights reserved

To sign out of the VidyoPort Click the Log out button. You are prompted to confirm that want to log out. Click OK.




Note: Logging out of the VidyoPortal does not take you offline. You are still online and can receive incoming calls.

The Vidyo plug-in for Outlook 2003 and 2007 installs a button on the Microsoft Outlook tool bar that adds your VidyoConference room URL, PIN and boiler plate invitation text to Appointment and Meeting Request messages. A recipient of the message can join your conference room as either a registered user or guest.

These plug-ins work with 32- or 64-bit Windows XP, Windows Vista and Windows 7 operating systems.

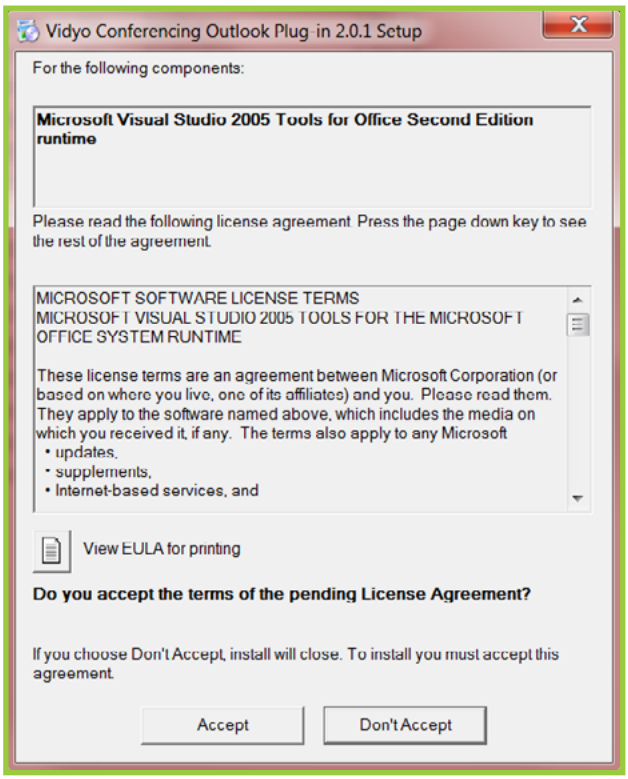
**Note:** Apple Macintosh users can be invited to meetings via Outlook, but there is no plug-in available for them to invite users themselves.

## Installing the Outlook Plug-In

**To install the Outlook Plug-In:**

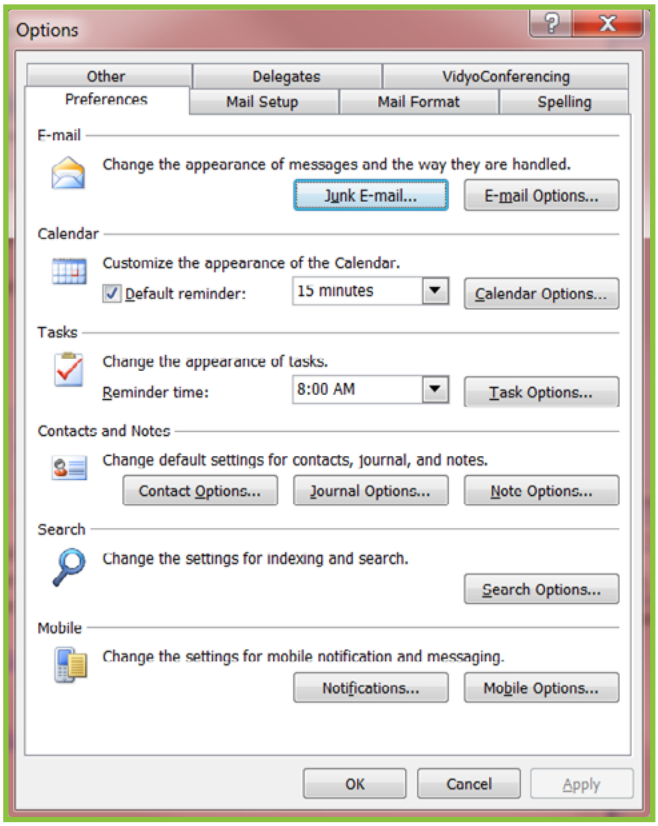
1. Close all Microsoft Office applications.
2. Download the appropriate Outlook plug-in from the download section of the web site at www.vidyo.com.
3. Run the install wizard and install the Outlook plug-in.

   You are prompted to accept the license and install the plug-in. Respond to each prompt until the plug-in is successfully installed.

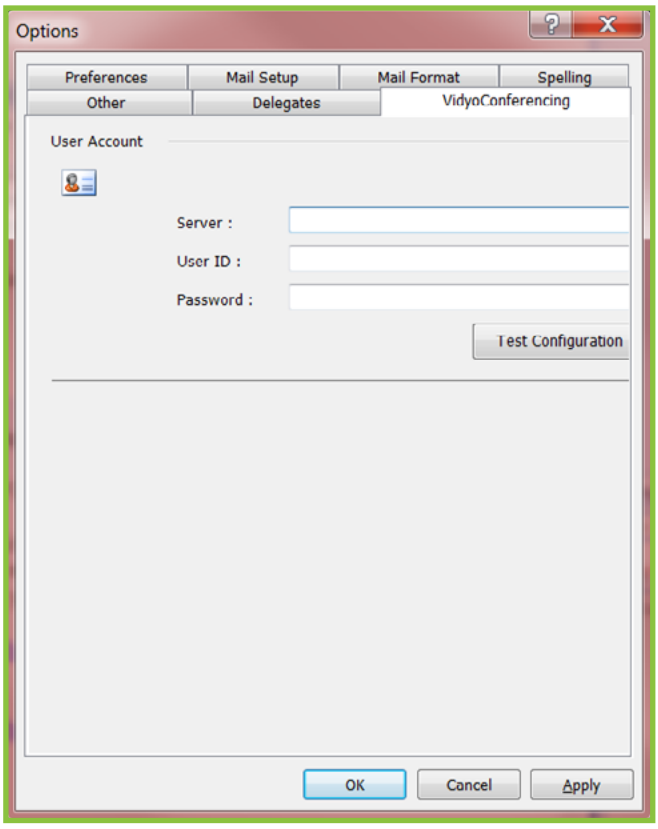

Vidyo Conferencing Outlook Plug-in 2.0.1 Setup
For the following components:
Microsoft Visual Studio 2005 Tools for Office Second Edition runtime
Please read the following license agreement. Press the page down key to see the rest of the agreement.
MICROSOFT SOFTWARE LICENSE TERMS
MICROSOFT VISUAL STUDIO 2005 TOOLS FOR THE MICROSOFT OFFICE SYSTEM RUNTIME
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft
• updates,
• supplements,
• Internet-based services, and
View EULA for printing
Do you accept the terms of the pending License Agreement?
If you choose Don't Accept, install will close. To install you must accept this agreement.
Accept
Don't Accept

4. Launch Microsoft Outlook.

5. From the *Tools* menu, select *Options* to display the *Options* window.



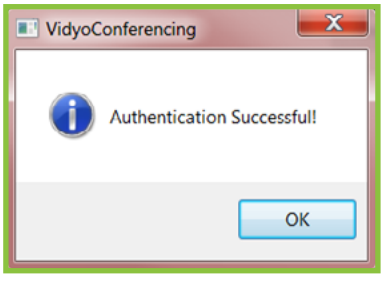
6. Select the *VidyoConferencing* tab.




7. Enter the following information:
   - **Server** — The fully qualified URL for the VidyoPortal.

     Example: http://yourvidyoportal.com
   - **User ID** — The VidyoPortal login ID for the user.
   - **Password** — The VidyoPortal password for the user.
8. Click the *Apply* button.
9. Click the *Test Configuration* button.

   If the configuration is successful, you see the following message:




10. Click *OK*, then click *OK* in the *Options* window.

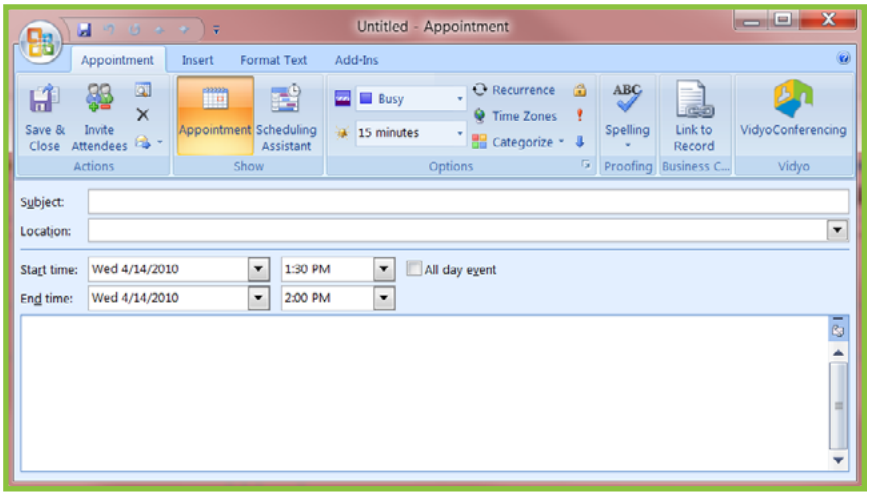
## Sending a Meeting Invitation in Outlook

The Vidyo plug-in for Outlook inserts the user's room URL into an Appointment or Meeting Request message along with the room PIN, if one exists, and boiler plate invitation text that can be edited as necessary. If the user does not have a room URL, one is automatically created. The boiler plate invitation text is created by the VidyoConference administrator and can be modified. For information about creating a room invitation message, see the *VidyoConferencing Administrators Guide*.

**To send a meeting invitation:**

1. Create an Appointment or Meeting Request message.

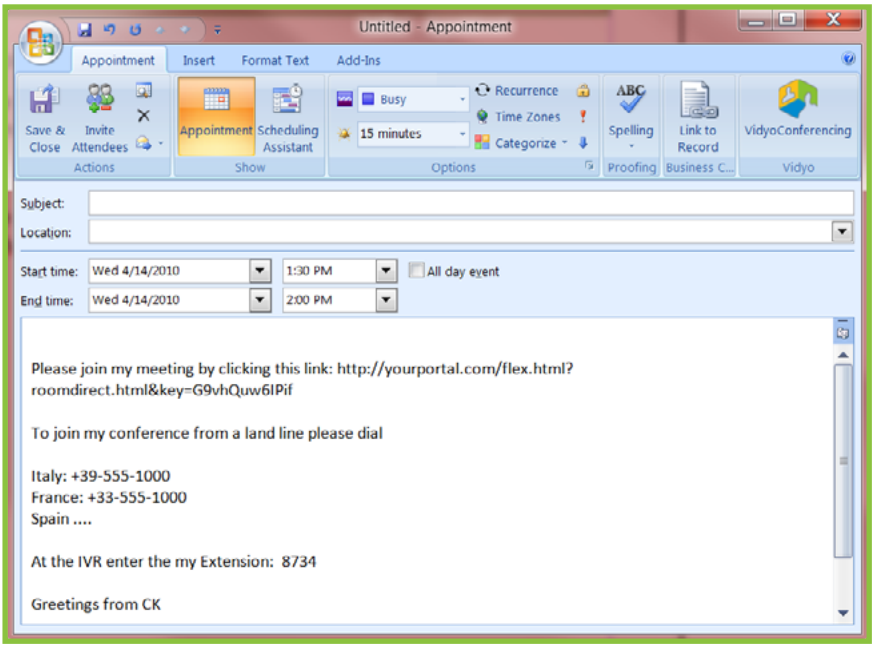
   The VidyoConferencing button appears at the far right side of the tool bar.




   **Note:** If you do not see the VidyoConferencing button in the tool bar, you have not finished configuring the Outlook plug-in. For information, see "Installing the Outlook Plug-In" on page 49.

2. Click the *VidyoConferencing* button.

The room URL (and room PIN if you have one) appear in the body of the message along with standard boilerplate invitation text.




3. Edit the text as necessary and add the recipient(s) you want to invite to your meeting.

   A recipient of the message clicks the link to join your meeting. The link prompts a registered user to log into the VidyoPortal and join the meeting It enables a contact without a VidyoPortal account to join the meeting as a guest.

The Vidyo Plug-in for Microsoft® Office Communicator is an optional addon that enables you to invite Communicator instant messaging contacts to a meeting in the your room. Both registered VidyoPortal users and guest users can be invited to join a meeting.

This plug-in works with 32- or 64-bit Windows XP, Windows Vista or Windows 7 operating systems and Microsoft Office Communicator version R1 or R2 with a minimum licensing level of standard CAL.

**Note:** Apple Macintosh® users can be invited to meetings via Office Communicator, but there is no plug-in available for them to invite users.

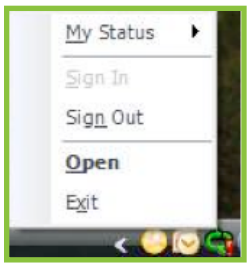
## Prerequisites

To perform the setup described in this document, your organization must first purchase Microsoft Office Communicator and the Vidyo plug-in.

- To purchase the Vidyo Office Communicator Plug-in, contact your Vidyo sales representative at +1.866.99.VIDYO (+1.866.998.4396).
- Information regarding Microsoft Office Communicator 2007 — including product overview, system requirements, and purchasing information — can be found online at **http://office.microsoft.com/en-us/communicator/default.aspx**.

**To install the Microsoft Office Vidyo Office Communicator Plug-in:**

1. Shut down the Communicator client by right-clicking the green Communicator icon in the system tray and selecting *Exit*.




2. Double-click the Vidyo Office Communicator Plug-in installer *.exe* file included in the downloaded zip file and follow the directions on screen.

(The installer is labeled as ClientMOCIntInstaller-win32-TAG_VD_‹X_X_XXX›.exe, where ‹X_X_XXX› is the version of the installer.)

Vidyo Plug-In for Microsoft Office Communicator Setup
Welcome to the Vidyo Plug-In for Microsoft Office Communicator Setup
Please verify that the Microsoft Office Communicator client has been exited before proceeding.
Vidyo
Install
Cancel

Office Communicator sign-in IDs and VidyoPortal user names must match exactly. If you are starting with a fresh VidyoPortal installation, you can use the bulk user import utility in the VidyoPortal to import Active Directory user IDs into the VidyoPortal database. However, if you do this, the Active Directory user IDs must match the Communicator sign-in IDs.

For information about importing Active Directory user IDs into the VidyoPortal, see the *VidyoConferencing Administrators Guide*.

**Note:** Synchronizing passwords is not currently supported.

### Clickable URLs

Set Office Communicator server options for IM filtering to enable clickable links in IM sessions. This enables users not logged into their Vidyo accounts and guest users to easily join a VidyoConference. If these options are not set on the Communicator server, the links are sent as plain text links that cannot be clicked.

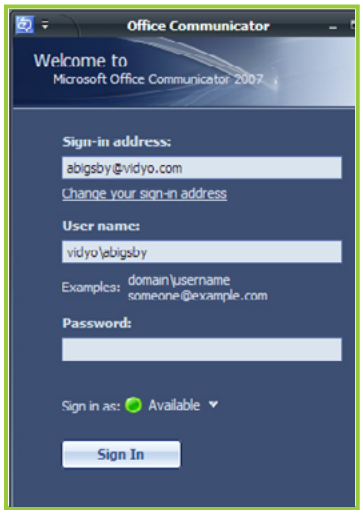
For more information, refer to the Microsoft Office Communications Server 2007 Administration Guide in the section on how to disable URL filtering in IM message. Download the guide at: **http://www.microsoft.com/downloads/details.aspx?FamilyID=CB7DC2DE-4504-484E-9229-BD8614BE0633&displaylang=en**

**To invite participants to a meeting from the Office Communicator:**

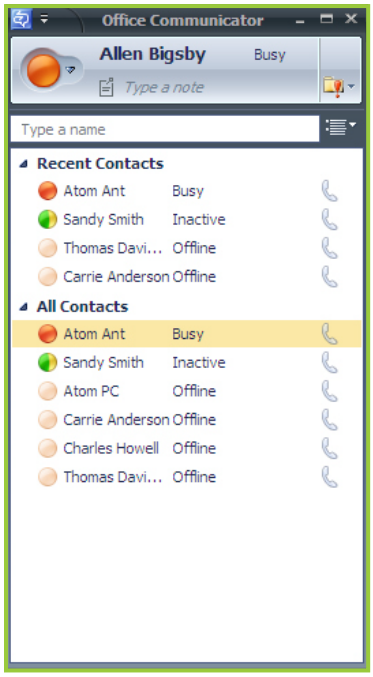
1. After you've logged into the VidyoPortal, log into the Office Communicator.

   Your Communicator sign-in ID is the same as your VidyoPortal user name (case sensitive). Your password may or may not be the same; contact your system administrator for information.

   **Note:** Being logged into Communicator does not automatically log you into your VidyoPortal account.




   You see a list of Communicator contacts.



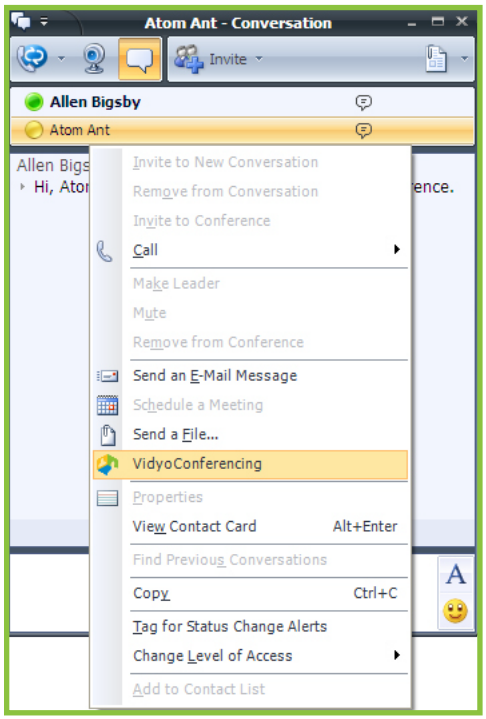
2. Type a name in the user bar and add it to the chat list.

   Add as many contacts as necessary.

3. Select participants from the list of added contacts (Shift-click or Control-click to select multiple participants).

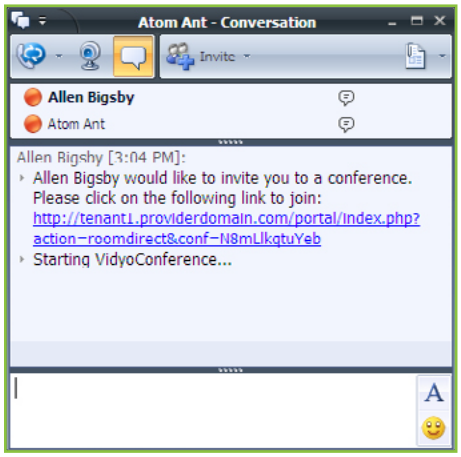
   **Note:** You can also select participants from an open conversation session window.

4. To start the VidyoConference, right-click the selected contacts and choose the *VidyoConferencing* command.




A VidyoConference with the selected participants begins.

For a user not logged into the portal or in another conference, and a contact without a VidyoPortal account, a Communicator IM message is sent that includes your room link.




Clicking the link:

- Prompts a user to log into the VidyoPortal and join the meeting.
- Enables a contact without a VidyoPortal account to join the meeting as a guest.

- When a user enters a conference, their Communicator status changes to "Busy." A meeting scheduled in the Outlook Calendar for the same time overrides this status.
- You control a conference in the *Control Meeting* page of the VidyoPortal. See the *VidyoPortal User's Guide* for information.
- Removing someone from a Communicator chat does not remove them from the VidyoConference. You must do this in the *Control Meeting* page of the VidyoPortal.
- Ending a meeting can only be done by closing the VidyoDesktop client or through the *Control Meeting* page in the VidyoPortal.
- Conference participants can disconnect themselves from a meeting by clicking the VidyoDesktop *Disconnect* button.
- You can drag participants from the main Communicator window contact list into a Communicator chat already in process to invite them to your meeting, or by right-clicking the contact and selecting the *VidyoConferencing* command.
- To invite a legacy system, VidyoRoom or VidyoPortal user without a Communicator account, use the *Invite by Email* command in the *Control Meeting* page of the VidyoPortal. See the *VidyoPortal User's Guide* for information.